

Miele Exclusive Care – Terms & Conditions

1. Validity

- 1.1 Exclusive Care applies to Miele household appliances that are less than 10 years from the initial date of operation.
- 1.2 Exclusive Care can only be requested for appliances which are being properly operated and maintained in accordance with their designated use and as outlined in the operating manual of the respective appliance.
- 1.3 The service is only rendered in that country where the application for Exclusive Care was made.

2. Services

- 2.1 The level of service commensurate with the range of services applied for and includes one professional maintenance and performance check.
- 2.2 For a 12 month period after execution of maintenance and performance checks, repairs are carried out by Miele customer service technicians and the cost are absorbed by Miele for repairs that are not covered by the current manufacturer's warranty or do not fall under the manufacturer's liability for defects.
- 2.3 Please contact our Miele Customer Service department when repairs are required.
Miele Customer Service Hotline : **+603 - 6209 0288**
Monday - Friday: 9.00am to 6.00pm

3. Prices and price changes

The prices in the current Exclusive Care price list are subject to prevailing Government Service Taxes and subject to change without prior notice.

All Services and Repairs during the warranty period shall be free of charge within the Klang Valley. Additional charges for logistics are applicable outside of the Klang Valley & to East Malaysia (Sabah & Sarawak). Costs of technical service support to the designated site will be quoted separately from the Exclusive Care program, and other terms and conditions may apply.

4. Liability

Miele is excluded from liability, regardless of the legal grounds. This exclusion of liability does not apply for product liability claims, in cases of wilful intent and gross negligence, if there is loss of life, bodily injury or damage to health, for breach of fundamental contractual obligations, and for acceptance of guarantees or fraudulent misrepresentation.

However, compensation for damage due to breach of fundamental contractual obligations is restricted to typical contractual and predictable damages provided that no wilful intent or gross negligence is involved or in cases of mandatory liability based on loss of life, bodily injury or damage to health.

5. The use of personal data

Miele diligently protects your personal data. Your data is only used in connection with providing the service you have requested. Your data is strictly confidential and will not be passed on to third parties.

6. Governing Law

This contract shall be governed by and construed in all respects in accordance with the laws of Malaysia and all parties hereto agree to submit to the jurisdiction of the Malaysian Courts.

Exclusive Care

Professional maintenance,
performance check
plus repair cover

Price list

The following fees will be charged for the professional maintenance programme which includes a performance check and repair cover:

Category A

Washing machine
Tumble dryer
Washer-dryer
Dishwasher
Steamer
Oven

MYR 800 per appliance

Category B

Combi Microwave oven
Hob and CombiSet
Cooker hood
Plate warmer
Microwave

MYR 700 per appliance

Category C

Coffee Machine

MYR 1,600 per appliance

Category D

All cooling appliances

MYR 1,600 per appliance

**MYR 250 discount per appliance from 2nd to 4th appliances.
MYR 350 discount per appliance from 5th appliance onwards.**
