



Miele Value-Added Services

When you purchase a Miele appliance, you are guaranteed not only of premium quality with optimum performance, but also a holistic experience that comes with every Miele appliance.

From pre-sales consultation to professional delivery services, a complete package accompanies every Miele product. For Miele is about dedication to your every need and to the exceptional qualities that you cherish.

ITEM NAME	DESCRIPTION	COMPLIMENTARY VISIT PER PURCHASE	PRICE (MYR) OF ADDITIONAL VISITS
Site Consultation	Technical consultation on kitchen plans and layout for MasterCool range	1 trip	MYR 350 per visit
Pre-installation Site Inspection	Technical visit to ensure proper site conditions before installation	1 trip	MYR 350 per visit
Delivery	Professional transportation by Miele Delivery team	1 trip	
	- Regular-sized appliances		MYR 200 per appliance
	- Refrigerators \geq 75 cm width		MYR 800 per appliance
	- MasterCool		MYR 1,380 per appliance
Installation** (West Malaysia) **exclude East Malaysia	Professional installation by Miele Technical specialists	1 trip	
	- Regular-size appliances		MYR 300 per appliance
	- Built-in dishwashers		MYR 400 per appliance
	- Built-in cookerhoods		MYR 450 per appliance
	- Island cooker hoods		MYR 900 per appliance
	- Built-in refrigerators		MYR 550 per appliance
	- MasterCool		MYR 1,380 per appliance
CRM Visits	Dedicated usage and maintenance consultation with our Miele Customer Relationship Manager	1 session	MYR 350 per hour MYR 250 per subsequent half an hour
Technical Visit	On-site technical consultation and servicing by Miele technical specialists		MYR 350 / first 1 hour MYR 250 / subsequent hour

*On-site technical and installation consultation before purchase is available at RM350 per visit. Refundable upon purchase.

** Exclude East Malaysia; SABAH & SARAWAK; additional charges for flight(s), hotel stay(s), transport charges for our technician(s) and CRM will be incurred by customers. For delivery and installation, please call Miele Gallery at 603 6205 3899 for further information.

*** Note import duty and service tax may vary by category.

Additional transport charges for service calls outside vicinity of Kuala Lumpur

KEY CITIES/ TOWNS	CHARGES
Seremban	MYR 175
Meleka	MYR 240
Johor Bahru	MYR 500
Ipoh	MYR 230
Penang	MYR 500
Kuantan	MYR 300
Kuala Terengganu	MYR 600

*For all other locations not listed above, they will be quoted accordingly upon consultation.

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Unit Price in MYR. Prices, models and specifications subject to changes without notice.

Prices effective from 1st January 2014