

HISENSE EUROPE PAN-EUROPEAN LIMITED WARRANTY (TERMS AND CONDITIONS)

Dear Customer

Thank you for purchasing our appliance. When buying our appliance, you can be confident you have purchased a high quality, reliable, environmentally friendly, innovative and stylish product from one of the leading manufacturers of domestic appliances. We hope your new appliance provides you with many years of outstanding service.

We hereby declare:

- that throughout the warranty period the appliance shall function without defects if used in accordance with its intended purpose and in line with instructions of use;
- that at your request, if submitted within the warranty period, we shall at our expense use our best efforts to remedy a defect in the functioning of the appliance covered by this warranty in statutory prescribed deadlines (please note that when your appliance was put on the market by Hisense limited warranty provider in another country than the country where you submit your warranty claim, the repair may take reasonably longer amount of time).

The Warranty is valid for the following appliances under brand names Hisense, Gorenje, Asko, Mora, Atag, ETNA, Pelgrim, Körting, UPO, Fridgemaster:

- major domestic appliances,
- television sets,
- microwave ovens,
- vacuum cleaners,
- Soundbars.

This limited Pan-European warranty applies for appliances purchased in countries as listed in this terms and conditions and is valid in all listed countries (if a distributor or retailer of our appliances in certain country provides any local extended warranty for the appliance, such warranty is valid solely for products sold by such distributor or retailer in such country and only such distributor or retailer shall be liable to solve claims arising out of such extended warranty).

The Warranty period for your appliance is 24 months. The Warranty period commences on the day of purchase of the appliance by the consumer. The Day of purchase is deemed to be the day printed on the invoice issued to the consumer by the retailer. The invoice is deemed a constituent part of the terms and conditions and is a prerequisite for any warranty claims.

Warranty support is subject to following provisions:

1. That the appliance is used by consumer for domestic purposes and in a residential address only.
2. That the appliance has been installed and used in accordance with the instruction manual and any separate installation instructions provided by manufacturer of appliance.
3. That the appliance has been properly connected to mains supplied electricity and water drainage as instructed by respective authorities and standards. In the case of gas appliances, both installation and LPG conversion must be done by a qualified gas engineer.
4. That the appliance has not been subject to misuse or accident, nor been repaired or modified other than by our own Service Agent (except Gas LPG conversion – see above).
5. In case the appliance is exchanged pursuant to these terms and conditions, the new appliance will be covered by the original warranty period and will not be subject to a new warranty.
6. This guarantee is not transferable and only relates to the original purchaser of this appliance/appliances.
7. That the appliance is not used for hire purposes.

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Warranty repairs are usually performed at consumer's address. Any refunds of cost of transporting the appliance from consumer's address to the premises of service provider are possible only if so agreed upon with the service provider or warranty provider as defined below.

This warranty excludes and does not cover the following:

1. Correction of the installation of the appliance.
2. Removal or re-installation of an integrated appliance prior to and after service technician's visit for any repair.
3. Repair of defects caused by use of the appliance in contradiction with instructions for use.
4. Repair of any second hand appliances or those used by several people in communal areas.
5. Correction of normal wear and tear that can reasonably be expected from an appliance based on its age and manner and frequency of use.
6. Instructions to the consumer on the correct operation of the appliance.
7. Replacement of residence's mains fuses or repair of house wiring, plumbing, drainage or gas supply.
8. Repair of any aesthetic/cosmetic defects or replacement of consumable parts such as bulbs, plugs, fuses, cables, filters and attachments, control knobs, handles, glass and wire shelves, drawers, rubber hoses, plastic door shelves and any accessories for example oven baking trays and shelves. These include any parts which have become worn, discoloured or damaged, including damage by incorrect use or cleaning.
9. Repair of an appliance due to the effects of limescale, mould, dirt, grease, spillages and odours.
10. Repair of defects caused by negligent handling and use of the appliance.
11. Increased noise of the appliance due to aging of the appliance without affecting the functionality of the appliance.
12. Repair of mechanical damage to the appliance.
13. Vibrations, movement and increased noise of the appliance due to inadequately set adjustable legs on the bottom of the appliance.

14. Unblocking the pump of a washing machine or dishwasher.
15. Repair of the damage caused by flood, lightning, electrical shock/surge/oscillation, electromagnetic disturbance, storm, extreme temperature, explosion, impact, corrosion, theft or attempted theft.
16. Noise, vibration or steam resulting from the operation of the appliance. These include periodic start and running of oven fans, flow and drain pump, steam from a washer, dryer, dishwasher and oven.
17. Reverse door hinges on cooling appliances.
18. Repair or replace any hob because of chips, scratches, cracks or damages, resulting from unknown causes or abrasive cleaning and cleaning agents, improper use of utensils, improper shape or uneven base of utensils or foreign particles in between the utensil and hob surface.
19. Repairs or any other interference in the appliance by any person other than an authorized service technician of service provider appointed by the warranty provider voids the warranty.
20. Installation of non-original spare parts into the appliance voids the warranty.
21. Problems related to 3rd party applications or compatibility issues on television sets.

This warranty only applies for products that are sold as new products and does not apply for products that are marked as not being a new product.

We shall not be liable for any consequential loss, or loss of use whilst the appliance is being repaired.

In case our service provider would assess that the appliance is not repairable or the repair would not be economical, the appliance can be replaced pursuant to following terms and conditions:

- If your appliance was put on the market by Hisense limited warranty provider in the same country as where you submit your warranty claim, our service provider shall arrange for in-warranty appliance replacement.
- If your appliance was put on the market by Hisense limited warranty provider in another country than the country where you submit your warranty claim this limited warranty does not apply with regard to product replacement. In such case our service provider shall give you a written attestation of the irreparability of the appliance with which you can contact your retailer that sold you the appliance regarding the in-warranty replacement.

We reserve the right to:

1. charge the consumer the entire cost of a service call and any spare parts, should the consumer's service call include any of the above defined instances and
2. Inspect the appliance prior to any action taken for an exchange/replacement.

Nothing in this warranty affects any statutory rights that you may have under applicable legislation. In case any provision of these warranty terms and conditions would be in contradiction with applicable national legislation, the legislation shall prevail.

Hisense

life reimagined

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In case any provision or omission of these warranty terms and conditions would be in contradiction with the Warranty terms and conditions in the country a claim is made, then the terms and conditions in the claim country prevail.

List of countries in which this limited Hisense Europe warranty applies:

Albania, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Ireland, Kosovo, Latvia, Lithuania, Moldova, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Ukraine, United Kingdom

Hisense Europe limited warranty provider for the territory of the United Kingdom is Hisense UK Ltd.