



WARRANTY TERMS & CONDITIONS

Your product is guaranteed against faulty materials or defective components. The warranty starts from the date of original purchase of the product for a period of three (3) months. If you have any questions about the warranty on your product (including how long it is valid), please contact **Appliances Experts**.

This warranty does not in any way diminish or affect your statutory rights in connection with the product. This warranty is in addition to your statutory rights as a consumer. If you have any questions about these rights, please contact **Appliances Experts** from which you purchased the product. In certain circumstances, it is possible that your statutory rights may offer additional or higher levels of protection than those offered under the terms of this warranty.

What is covered by this warranty?

- Repairs to the product required as a result of faulty materials or defective components
- Functional replacement parts to repair a product.

What is not covered?

- Transit and delivery damage.
- Cabinet or appearance parts, including but not limited to control knobs, flaps and handles.
- Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
- Repairs necessary as a direct or indirect result of:
 - Accidental damage, misuse or abuse of a product.
 - An attempted repair of a product by anyone other than a Appliances Experts Approved Engineer (the "Engineer").
- Installation or use of a product where such installation or use fails to meet the requirements contained in this warranty or the User Instructions Booklet.
- Repairs to a product operated at any time on commercial or non-residential household premises (unless we have previously agreed to the installation environment).

This warranty is limited to the cost of repairing the product. To the extent permitted by law, the seller does not accept and will not be held liable for any financial loss incurred in connection with the failure of any product to operate in accordance with the expected standards. Such financial loss includes but is not limited to loss arising from:

- Time taken off work.
- Damaged food, clothing or other items.
- Meals taken at restaurants or from takeaways.
- General compensation for inconvenience.

Important Notes

- **Your product is designed and built for domestic household use only.**
- The warranty will automatically be void if the product is installed or is used in **commercial** or **non-residential** domestic household premises, unless we have previously agreed to the installation environment.
- The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet.
- Professional installation by a qualified Electrical Domestic Appliance Installer is recommended for all Washing Machines, Dishwashers and Electric Cookers (as incorrect installation may result in you having to pay for the cost of repairing the product).
- This warranty is given in respect of products purchased and used within the County Dublin .
- This warranty is effective from the initial date of purchase and will be void if the product is resold.
- **Appliances Experts** reserves the right to terminate the warranty if its staff or representatives are subjected to physical or verbal abuse in the course of carrying out their duties.
- Optional extras, where available (i.e. extendable feet) are supplied on a chargeable basis only.

This is a repair-only warranty. On occasion, **Appliances Experts** may at its sole discretion, replace your product with a different product instead of carrying out a repair. Where a replacement is offered, this would normally be a similar model (possibly be a different brand). **Appliances Experts** will cover the costs and arrange for the delivery of the installing the replacement product will not be borne by the **Appliances Experts** unless previously agreed to in writing. The original warranty will continue to apply to the replaced product; the replaced product will not come with a new warranty.

Our Engineers work Monday to Friday 9.00am to 5.00pm. Appointments outside these hours may be possible at the sole discretion of **Appliances Experts** but cannot be guaranteed. Whilst our Engineers will endeavour to minimize



inconvenience and to meet requests for specific timed appointments, this cannot be guaranteed. We will not be liable for delays or if it is unable to carry out a repair because a convenient appointment cannot be arranged.

It is your responsibility to provide evidence to the Engineer that your product is covered by this warranty with a proof of purchase. **Appliances Experts** reserves the right to charge for the reasonable cost of any service call if:

- You cannot provide evidence that your product is covered by this warranty.
- Where a service call has been made and the engineer finds that there is no fault with your product.
- That your product has not been installed or operated in accordance with the User Instructions Booklet.
- That the fault was caused by something other than faulty materials, defective components or manufacturing defects.
- For missed appointments.

Payment of these costs are due immediately upon the Engineer providing you with an invoice. **Appliances Experts** reserves the right to terminate the warranty if you fail to pay the costs for the service call in a timely manner.

If you are resident in the Republic of Ireland, this warranty will be governed by Irish law and the Irish courts will have jurisdiction.

HOW TO OBTAIN SERVICE

Please keep your purchase receipt or other proof of purchase in a safe place; you will need to have it if the product requires attention under warranty.

It will be useful if you complete the details below, as it will help us assist you when requesting service (the model number is printed on the Instruction Booklet and the serial number is printed on the Rating Label affixed to the appliance). Recording of these details alone will not count as proof of purchase. A valid proof of purchase is required for under warranty service.

The area around the product must be easily accessible to the Engineer without the need for cabinets or furniture being removed.

It is your responsibility to ensure our Engineers have a clean and safe environment to carry out any repairs.

For service under warranty simply telephone the appropriate number below:

087 614 6382 or email to **service@appexpert.ie**

Before requesting service please check the troubleshooting guide in the Operating Instructions as a charge may be levied where no fault is found even though your product may still be under warranty.

Service once this warranty has expired

If you have purchased an extended warranty please refer to the instructions contained within the extended warranty agreement document, otherwise please call the appropriate number above where service can be obtained at a charge.



Appliances Experts Engineer
 Name **Octavian Cerna**
 Ph. No. **087 614 6382**
 Email. **octavian@appexperts.ie**

Customer

Name _____
 Address _____

 Contact _____



PRODUCT: _____

DATE: _____

SIGNATURE _____