

Miele

Extended Warranty

For straightforward peace of mind

Miele. Immer Besser.



Total Protection

Exclusive Miele Extended Warranty for up to 10 years

By purchasing a Miele product, you have opted for durability, optimum user convenience and highest quality. In addition, upon payment of an optional one-off charge, Miele offers an exclusive Extended Warranty of up to 10 years, including 2 years manufacturer's warranty.

Long term cover

Miele is the only manufacturer to offer a comprehensive Extended Warranty for a total of 10 years — Optionally available from 1 year Extended Warranty.

Maximum security

During this extended warranty period, there will be no repair charges for faults, unless caused by wrongful intent or gross negligence.

New for old replacement

You will receive a new appliance, if we cannot repair yours.

Highest flexibility

You can obtain the Extended Warranty at any time during the entire 2-year statutory warranty period.

Reliable and fast

If the need for repair arises, our highly-skilled service technicians will provide fast and reliable assistance.



The following terms of contract apply

1. Duration and start of cover

- 1.1 Miele Malaysia grants a 2-year warranty from the date of purchase of the unit. With the Extended Warranty, Miele Malaysia covers the cost of repairs for a further one (EW1), three (EW 5) or eight years (EW 10) immediately after the warranty period. The validity period is shown on the front of the policy document.
- 1.2 The contract of the Extended Warranty for one year is extended automatically by a further twelve (12) months up to ten (10) years after the purchase date of the unit. The contract is automatically cancelled thereafter. It can also be cancelled in writing no later than one month prior to the end of the annual period of cover from the first day of validity/renewal day. The automatic extension becomes valid after the customer has paid the invoice received at the start of the extended period within the given settlement time.
- 1.3 Miele is entitled to carry out price adjustments at any time. When purchasing an Extended Warranty, the prices from the price list valid at the time of closure apply. Price changes to the Extended Warranty for one year can be noted from the annual invoice. Written information in advance will not be given. If the invoice is paid within the payment period, it is assumed that the price change has been accepted. If payment is withheld, the warranty will not be extended.
- 1.4 There is no shipping charge for the Extended Warranty.
- 1.5 Depending on the order placement the policy document will either be provided by the technician on site, e-mail or mail.
- 1.6 Repair of the appliance or the provision of spare parts does not extend the period of the contract.

2. Conditions

- 2.1 The appliance has been purchased from an authorised specialist retailer or directly from Miele Malaysia.
- 2.2 At the time of purchase of the Extended Warranty residence and location of the unit is within Malaysia.
- 2.3 The policy document is only valid for one specific Miele appliance in each case and is non-transferable.
- 2.4 If the ownership of the appliance changes or if the owner moves to a different address, Miele must be informed so that the policy document remains valid, failing which the warranty will be recalled and void.
- 2.5 The policy document must be registered and taken out within the appliance's 2-year warranty period. The Extended Warranty for one year can also be obtained directly after a service visit by a Miele technician on units no older than ten (10) years.
- 2.6 The services within the framework of the policy document will only be provided within Malaysia.
- 2.7 If requested by Miele, the purchase receipt and the policy document, which must show the name and address of the customer, are to be shown.
- 2.8 A unit with policy document is for non-commercial use only.
- 2.9 The Extended Warranty is not available for coffee makers and vacuum cleaners.

3. Cover and range

- 3.1 Appliance defects will be repaired free-of-charge within a reasonable period either through repair or the replacement of the affected parts. All travel costs, call-out charges, labour and spares costs will be assumed by Miele Malaysia. Exchange parts or appliances become the property of Miele Malaysia.
- 3.2 Services within the framework of the policy document may only be carried out by service agents authorised by Miele Malaysia.
- 3.3 If the appliance is beyond economic repair or if repair is impossible, the customer will be provided with an identical or equivalent new appliance. With a replacement appliance, communication (connectivity) with other appliances and the existing domestic system cannot be guaranteed. Alternatively, if requested, the appropriate current market value of the appliance may be reimbursed. If the current market value of the appliance is reimbursed by Miele, the policy document becomes invalid. If the appliance is replaced, the remaining period of cover provided by the policy document is transferred to the new unit.
- 3.4 The Extended Warranty does not cover any further claims for damage against Miele Malaysia, except in cases resulting from

gross or willful negligence on the part of the technical service agent commissioned by Miele Malaysia or liability resulting from fatal injury, physical injury or damage to health.

3.5 The provision of consumables and accessories is not covered by this agreement.

4. Limitations

The Extended Warranty will not cover costs for repairs where a fault is due to the following:

- 4.1 Improper installation, eg non-compliance with relevant safety regulations and written operating and installation instructions by unauthorised Miele technician or personnel.
- 4.2 Improper use and operation, such as the use of unsuitable detergents or chemicals as well as damage caused by the intake of fluids, construction dust or toner.
- 4.3 External factors such as damage caused through transportation, impact and jolting, inclement environmental conditions or natural phenomena.
- 4.4 Repairs or modifications not performed by service agents trained and authorised by Miele.
- 4.5 Damage to non-standard accessories and the failure to use genuine Miele spare parts or accessories authorised by Miele.
- 4.6 Fluctuations in power supply conditions which exceed the tolerances stated by the manufacturer.
- 4.7 Failure to perform cleaning and care work in compliance with the operating instructions.

5. Data protection

Personal data will only be used for the purpose of fulfilling commitments regarding the contract and in full compliance with data protection legislation.

6. Right of withdrawal

Once the customer signs the policy document and pays the full fees, the customer shall not have a right of withdrawal, irrespective of whether or not the customer desires to avail services under this contract.

7. Governing laws and jurisdiction

This contract shall be governed by the laws of Malaysia.

Price list

Throughout the 2-year statutory warranty period you have the opportunity to purchase an Extended Warranty for one additional year or a total of 5 or 10 years. The Extended Warranty for one year can also be obtained directly after a service visit by a Miele technician on units no older than 10 years.

Select your exclusive Extended Warranty for a total of up to 10 years for the following Miele products:

CombiSet, cooker hood, dishwasher, freezer, fridge, fridge freezer, hob, microwave oven, oven, steamer, tumble dryer, warming drawer, washer dryer, washing machine, wine cooler.

Extended Warranty for 1 year (for 1 additional year)	MYR 750
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Extended Warranty for 5 years (5 years including 2 years manufacturer's warranty)	MYR 1,500
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Extended Warranty for 10 years (10 years including 2 years manufacturer's warranty)	MYR 3,000
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All prices apply per Extended Warranty and are valid for one appliance only.

How to apply

Please fill out the Application Form below and contact Miele Malaysia under:

Telephone: +603 6209 0288

Email: info@miele.com.my

For further information please visit <http://www.miele.my/extendedwarranty>.

Application form

I herewith apply for an Extended Warranty. I have read and understood the terms of contract.

- I enclose a copy/copies of my product purchase receipt/s.
- I would like to be informed of new interesting products and services provided by Miele and agree to the storage of my data. Miele will not pass on my details to third parties.

Should I no longer wish to use this service, I will contact Miele Malaysia at
Tel. +603 6209 0288 or email us at info@miele.com.my

Please write your details in capital letters when completing the form:

Details of appliance			Valid period	
Date of purchase	Appliance type	Serial number	1 year <input type="checkbox"/>	<input type="checkbox"/>
			5 years <input type="checkbox"/>	<input type="checkbox"/>
			10 years <input type="checkbox"/>	<input type="checkbox"/>
Date of purchase	Appliance type	Serial number	1 year <input type="checkbox"/>	<input type="checkbox"/>
			5 years <input type="checkbox"/>	<input type="checkbox"/>
			10 years <input type="checkbox"/>	<input type="checkbox"/>
Date of purchase	Appliance type	Serial number	1 year <input type="checkbox"/>	<input type="checkbox"/>
			5 years <input type="checkbox"/>	<input type="checkbox"/>
			10 years <input type="checkbox"/>	<input type="checkbox"/>

Ms. Mr.

First name Surname

House no. / Street Postal Code

Contact no. / E-mail

Date / Signature

Payment options

Payment can be made either by invoice or the following payment modes as desired.
After payment has been confirmed, you will be sent your personal certificate.

- by Invoice
- by Credit Card / Cash / Cheque / Bank Transfer

Miele Malaysia

Suite 12-2,
Level 12 Menara 1 Dutamas,
Solaris Dutamas No 1,
Jalan Dutamas 1,
50480 Kuala Lumpur, Malaysia
Telephone: +603 6205 0288
E-Mail: info@miele.com.my