



## Consumer Extended Warranty Programme Terms & Conditions

The Bosch Home Appliances Consumer Extended Warranty Programme (“CEW”) is brought to you by BSH Home Appliances Pte. Ltd. (“Bosch”). CEW is applicable to Bosch home appliance(s) that are purchased new in Singapore. Refurbished or display sets are expressly excluded from CEW. The standard manufacturer’s warranty commences from the purchase date i.e. the date of invoice of the relevant Bosch home appliance. In turn, the term of CEW may be from one (1) to three (3) years starting from the calendar day immediately following the end date of the standard manufacturer’s warranty. You are required to indicate your choice of the term of CEW in your application to us. You must apply for CEW within one (1) calendar month from the purchase date or delivery date of the eligible Bosch home appliance(s), whichever is later in time, unless waived by us. You must submit your application to us together with the tax invoice and/or delivery note in relation to the eligible Bosch home appliance(s). CEW is underwritten by AIG Asia Pacific Insurance Pte Ltd. and provided subject to the terms, conditions and exceptions of the master policy (“Policy”) issued by AIG to us. All endorsements, changes and amendments to the Policy as agreed between AIG and us shall be binding without prior notice to you. Once we issue a CEW in response to your application, we will not allow any cancellations or requests for a refund.

### I. DEFINITIONS

In this contract, the following words have the following meanings:

- a. "we," "us" and "our" refer to Bosch
- b. "you" and "your" refer to the purchaser of CEW
- c. “AIG” means AIG Asia Pacific Insurance Pte Ltd
- d. “CEW” means the Bosch Home Appliances Consumer Extended Warranty Programme
- e. “Coverage” in relation to Product(s) means: coverage against mechanical and electrical failure and for food spoilage on the terms set out below
- f. Valid Claim means any one-time full replacement or any repair incident of the Product which shall in no event exceed the Recommended Retail Price.
- g. “Recommended Retail Price (RRP)” means the price that the Product is recommended for sale in Singapore according to the pricing list determined by us at the time you apply for CEW.
- h. “Limit” means the value of the relevant RRP
- i. “Non-Operating” defect means other defects that not affecting the core function of the Product(s)
- j. “Product(s)” means any Bosch home appliance purchased new in Singapore that is covered under CEW

### II. COVERAGE

#### A. CEW COVERAGE

Where we accept your application for CEW, you will be provided with Coverage subject to your payment of the specified service fees and subject to these terms and conditions. We have the right and option at our absolute discretion to either repair or replace your Product(s) with another of like kind, quality and specifications. Replacement parts are new and original manufacturer's parts that conform to factory specifications and shall be determined at our sole discretion. Due to technological advances, the replaced product may be of a lower retail value than the faulty Product. If food items are spoilt due to a faulty refrigerator covered under this contract, we will reimburse you for such food spoilage up to a total of S\$250 per incident, provided that the food spoilage has been verified, and inspected within two (2) working days of the incident by us or our authorised repairer; subject further to proper documentation and submission

of the documentation to us. The Coverage will be effective starting from the calendar day immediately following the end date of the standard manufacturer's warranty up to the date of expiry of the term of CEW accepted by us or the termination of this contract in the manner provided under these terms, whichever is earlier in time. For the avoidance of doubt, Coverage applies only to Product(s) sold and used in Singapore. The coverage for all repairs and replacements made to your Product shall not exceed the Limit. CEW will terminate once the Limit of cover is exhausted or the Product is replaced (whichever is earlier).

## **B. EXCLUSIONS FROM COVERAGE**

We will not cover you under for / if:

- Product(s) that are still covered by the manufacturer's standard warranty, repairer's warranty, or any other warranty still in effect;
- Any defects that are the subject of the manufacturer's recall;
- There has been unauthorised modification(s) to the Product(s), the serial number of the Product(s) has been altered without authorisation, failure to follow manufacturers' instructions on installation, operation or maintenance of the Product(s), repairs to the Product performed by a non-authorised repairer, any items not affecting the function of the Product(s);
- You fail to comply with the manufacturer's recommendations on routine maintenance, inspection, cleaning, lubrication, external adjustments and any other instructions relating to the use and/or upkeep of the Product(s);
- Commercial use (multi-user organisations), public rental, use for profit or communal use for multi-family housing;
- Shipping charges, damage charges, express service charges, transportation damage, removal, installation or reinstallation of the Product(s), products on loan during the repair process;
- Any loss or damage due to burglary, theft, corrosion, animal and insect infestation, misuse, neglect and/or abuse;
- Diagnostic fees where no defect has been found or noted;
- Defects and on-site service charges not covered by the manufacturer's standard warranty, unless specifically covered in this contract;
- Any loss or damage to the Product(s) resulting from fire or flood or natural disasters or an act of God, howsoever caused;
- Any loss or damage to the Product(s) resulting from war, invasion, act of foreign enemy, hostilities or warlike operations, civil war, civil commotion;
- Any loss or damage due to burglary, theft, corrosion, insect infestation, pet damage (unless specifically covered by this contract), misuse, neglect and abuse;
- Non-operating and/or cosmetic damage (including to paintwork, colour, product finish) and/or accessories used in or with the Product(s), external cables and cords, or add-on options incorporated to the Product(s);
- Consumables such as vacuum cleaner bags, filters and bulbs etc.;
- All batteries (including regular non-chargeable batteries and rechargeable batteries) unless otherwise specifically covered in this contract;
- External faults such as wiring external to the Product(s), electrical connection and/or plumbing, piping, trunking, fitting, realigning of signal receivers (poor reception);
- Accidental or intentional physical damage and damage by water;
- Converter and/or applying incorrect voltage to the Product(s); and
- Consequential loss of any kind.

## **III. LIMITATION OF LIABILITY**

We will not cover any direct and/or indirect loss or injury to a person and/or loss or damage to property or any incidental, contingent, special or consequential damages, including but not limited to losses incurred due to any delay in rendering any services related to this contract and/or loss of use during the period that your Product(s) are at an authorised repairer and/or while awaiting replacement parts, even if you might have informed us of the possibility of such loss or damage.

#### **IV. FOR REPAIR/ REPLACEMENT**

We will replace your Product(s) with one of like kind, quality and/or specification if the Product is not repairable or beyond economical repair. The replaced Product(s) (i.e. the spoilt unit) shall become our property. Neither Bosch nor AIG will be liable under the contract if you do not submit the Product(s) to an authorised repairer for repair before (a) the expiry of the contract; or (b) if a breakdown report has been submitted before the expiry of the contract, within thirty (30) days of the breakdown that is reported.

#### **V. TERMINATION**

The contract will terminate if any of the following events occur:

- a. upon expiry of the term of the contract; or
- b. when you have relocated overseas or are no longer residing in Singapore (there shall be no refund of any service fee paid); or
- c. when you have made a claim for repair for mechanical and/or electrical failure; or
- d. when your Product(s) have been replaced; or
- e. if your Product(s) have been surrendered to Bosch, whichever is earlier in time.

CEW is not an insurance policy or guarantee. Each contract is a service contract. CEW is neither a guarantee nor a promise relating to the nature of the material, workmanship or performance of your Product(s) covered by this contract.

#### **VI. ASSIGNMENT OF CONTRACT**

If you sell or transfer your Product to another person within the period of the contract, you must call the CEW Hotline within fourteen (14) days of such sale or transfer to transfer this contract to the new person. You may only transfer this contract if you had purchased the Product with cash or you do not have any outstanding amounts owing on the purchase of the Product(s) or CEW at the date of such transfer.

#### **VII. PERSONAL DATA PROTECTION**

This Service Contract is subject to terms and conditions set out below. Kindly take a few moments to check that all the particulars, specifically your personal information printed in this Contract are correct. Failure to notify us within fourteen (14) days from the date of this Contract will mean that all your personal information contained herein are complete, true and accurate. Any personal information collected by and retained by us is for the purpose of fulfilling our obligations under this Contract as well as to update you on any of our related services. Please refer to our data protection policy available at our website <https://www.bosch-home.com.sg/>. Kindly be informed that in order to fulfill our obligations under this Contract, we will provide your personal information to AIG.

You agree and consent that we and AIG may respectively, collect, use and process your personal information (whether obtained in this application form or in connection therewith) and disclose such information (whether in or outside of Singapore) to the following, to extend the same shall be relevant:

- (a) its group companies;
- (b) its (or its group companies') service providers, reinsurers, agents, distributors, business partners;
- (c) brokers, legal process participants and their advisors, other financial institutions;
- (d) governmental / regulatory authorities, industry associations, courts, other alternative dispute resolution forums, for the purpose stated in in their respective privacy policies which include:
  - Processing, underwriting, administering and managing your relationship with us / AIG;
  - Audit, compliance, investigation and inspection purposes and handling regulatory governmental enquiries;
  - Compliance with legal or regulatory obligations, risk management procedures and our / AIG's internal policies;
  - Managing our / AIG's infrastructure and business operations; and
  - Carrying out market research and analysis and satisfaction surveys.

which in turn may be disclosed by us / AIG to individuals, service providers & organizations associated with us / AIG or any other selected third parties (within or outside of Singapore, including reinsurance & claims investigation companies & industry associations) for the purpose of storing and processing this application and providing subsequent service(s) for this purpose, our / AIG's financial products and services and data matching, surveys and to communicate with you for such purposes and in order to support back-end processing and services associated with this contract. You understand that you have the right to obtain access to and to request correction of any personal information held by us and/or AIG concerning yourself. Such request can be made by contacting us as stated above. By submitting your personal information, you are indicating your consent to allow us and/or AIG or any other selected third parties to keep you posted on any other products, services and upcoming events. If you do not wish to be contacted by us or AIG, you can opt out anytime by calling or writing to us or AIG, as the case may be. Please refer to the full version of AIG's Data Privacy Policy found at [http://www.aig.com.sg/sg-privacy\\_1030\\_237853.html](http://www.aig.com.sg/sg-privacy_1030_237853.html). If you have any questions about the collection, use and disclosure of personal information in relation to this Contract, you may contact the respective data protection officers as follow:

Bosch: [sgr\\_v\\_dpo@bshg.com](mailto:sgr_v_dpo@bshg.com)

AIG: [singaporedataprotectionofficer@aig.com](mailto:singaporedataprotectionofficer@aig.com)

#### **VIII. FOR SERVICE IN SINGAPORE, CALL BOSCH EXTENDED WARRANTY HOTLINE 6751 5000**

When a product failure occurs, due to an electrical or mechanical failure, you must call the Bosch Extended Warranty Hotline at 6751 5000 to report the product failure during office hours. Our Customer Service Representatives will be ready to guide you through the service process. To expedite service, please ensure that you have your contract details readily available before placing the call. If the product failure is not reported to us prior to repair, the repair will not be approved and will not be covered under the contract.

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