

**Up to 3 years warranty with purchase of Bosch major appliances at selected authorized distributors.**

**Warranty policy of HMH TRADING JOINT STOCK COMPANY:**

1. Warranty period

- Warranty activation within 30 days from the date of purchase: warranty period from activation date + 36 months (3 years) warranty.

- In case customers activate the warranty after 30 days from the date of purchase: the warranty period starts from the date of purchase at the dealer + 36 months (3 years) warranty.

2. Warranty Policy

**Warranty conditions**

*Free Repair or replacement of spare parts and components if the customer meets the following conditions fully:*

- The product is still in warranty period.
- Present a photo of HMH's electronic warranty stamp or HMH warranty card when claiming warranty.
- Warranty stamp/card is valid only within the territory of Vietnam.
- The product is used for its correct purpose, function and in a manner consistent with the manufacturer's instructions.
- Product defects or defects are found to be due to damage or fault of spare parts or components or by fault of manufacturer.
- All defective, damaged or defective spare parts, components or products replaced under this warranty will become the property of HMH VN JSC.

**Product replacement conditions**

*Replace similar new products for customers in the following cases:*

- Failure to repair or remedy defects in the product. Time for repairing is too long.
- Warranty has been made many times (for the same defect) within the warranty period and fault still can't be fixed. Determining the number of made warranties as a basis for replacing similar new products will be agreed upon by the parties on a case-by-case basis.

*Forms of product replacement:*

For products with the same type and similar features or replacing products with the same type but with more advanced features. Depending on the actual situation, the parties will agree on the residual value of the damaged product to be replaced as a basis for changing new similar products under this term. Accordingly, the parties will agree on the difference between the price of the replacement product and the defective product that is replaced, which one party needs to pay back to the other at the time of product replacement.

### **External warranty coverage**

- Damage is not caused by manufacturing defect.
- The product has been tampered with, has been damaged during transportation.
- The product is installed, used or operated not in accordance with the intended purpose or recommendation of the HMH or the manufacturer.
- Surface damage caused by improper construction and storage of the product, such as direct or indirect contact with the product by chemical spray, dust, moisture, etc.
- Surfaces are corroded during use, or rusted against galvanized steel components.
- Defects are caused by chemical reaction, excessive heat, excessive dust, corrosive surroundings, such as cement plants, ranches, etc.
- Products on display.
- Products used for business purposes
- Use in excess of the permitted load and specifications of the product.
- Installation accessories, accessories attached to the machine such as: bas, grill, refrigerator tray, glass components or accessories,
- Cases of breakage, scratches, rust during use.
- Damages due to unstable, surge voltages.
- Damages with signs of rodent, cockroach, or insect infestation.
- Replaced by non-genuine parts.
- The device has been repaired, altered, or dismantled by anyone other than a HMH technician or HMH authorized service center agent.
- Damage caused by force majeure due to natural disasters such as floods, fires, accidents ...
- Other damages caused by defective products.
- Components, accessories and consumables during use.

### **Some precautions for installation and maintenance**

- Consultation before installation, contact Hotline 19001538
- These are Class 1 equipment (according to IEC standards) and are to be used only with a power terminal with a ground wire.
- Install according to the manufacturer's instructions (supplied with the product).
- Minimum ventilation available (according to manufacturer's instructions).
- For electric and induction hobs: it is necessary to have a thermal insulation from the drawers below.

- For gas hobs: Always test for gas leaks with soap or special tools right after installation.
- If installing during the construction process, it is necessary to shield and cover the product.
- Do not let dirt, stone powder, plaster... fall into the inside or on the surface of the product.
- Do not expose the product to corrosive chemicals such as gasoline, strong detergents, high concentrations of chlorine, acetone solvents, acids, benzene ...
- Recommended chemicals for surface cleaning and product preservation are RP7, WD40, Autosol with a soft and dry cloth.
- Product must be cleaned regularly during use.

**Note:**

- Area Hanoi, Da Nang, Ho Chi Minh: Products will be warranted to take place by technicians.
- Other areas: Customers transport the products to the nearest warranty center (Hanoi, Da Nang, Ho Chi Minh). The center will check the product status and inform customers about the warranty period. All shipping costs for warranty products will be paid by the customer for customers in other regions.

Source: HMM Vietnam Trading Joint stock company (Jcs)

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