

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

Warranty policy of Kitchen World

1. Warranty period

- Warranty of up to 3 years from release date (from store/warehouse) on all Bosch brand products supplied by Kitchen World.
- Warranty period is over 30 months from installation and use of the product. Customers can check the exact product warranty period at the time of purchase through the Hotline 18001181

2. Warranty policy

Warranty conditions

- The product is within the warranty period and the product is damaged by the manufacturer's fault
- Warranty is applied when customers present clear information, warranty stamps are intact with no erasing, torn marks
- During the warranty period, the damaged parts of the manufacturer will be repaired or replaced for spare parts, components and repair workers for free at the place where the product is in use or at the warranty center of the company.

Product replacement conditions

- Failure to repair or remedy defects in the product
- Has warranted many times (for the same defect) within the warranty period and error still can't be fixed.

External warranty coverage

- In the case of chipping, dented, broken, deformed due to improper installation, storage or cleaning or failure to comply with the manufacturer's instructions attached to the product.
- In case of damage caused by arbitrarily repairing, replacing non-genuine parts or changing the manufacturer's product structure.
- In case of failure due to using the device in a special environment such as an unstable power source or due to the fluctuation over permissible capacity 220V - 230V / 50hz -60hz, failure due to reasons: fire, natural disaster like (lightning, flooding, fire and explosion...)
- In case of loss or damage of accessories such as: bulbs, glass, filters, sliders, dish stacks, refrigerator trays, grills,. Or the appearance of the product is distorted, scratched, yellowed, rusted, .. during use.
- In case of damage caused by insect infiltration (rat, cockroach, termite, insect ...)

- In case the warranty stamp is torn, erased, or removed from the product.

Note:

Customers must bear the cost of repairing and replacing components and spare parts when the product fails due to the user and external impacts (such as insects, lightning, flooding, natural disasters, fires ..)

Extension of warranty period

In addition to the genuine warranty period, customers can extend the warranty period with the extended warranty package for the following product lines:

Products Product life Price / year

Product	Product Life	Price/ year
Induction	4 years	2.5%
Hood	5 years	3.0%
Oven	6 years and more	3.5%
Microwave		

Product	Product Life	Price/ year
Dishwasher	4 years	3.5%
Washer	5 years	4.0%
Dryer	6 years and more	4.5%
Fridge		

Service costs for repairing and replacing components when the product is out of warranty.

Labor costs

The amount that the customer must pay to the technical staff for inspection, repair and warranty is calculated according to the following formula:

- From 0 ~ 10km: 80,000 VND / time
- From km 11 onwards: 6,000 VND / km

Repair cost and selling price of spare parts

Because the Kitchen World products sold to the market are all imported goods, the replacement of components must be ordered from the manufacturer, so the price of the components is calculated according to the current market price. Thus, the cost of repairing labor and the selling price of spare parts is according to the agreement of the customer with the technical staff.

Range of product returns

Policy

Status of product	Time to return	Return Fee
Defective products (By manufacturer)	First 10 days	Đổi trả miễn phí
	From 11 - 20 days	Deduct 10% of the purchase price

	From 21 - 30 days	Deduct 15% of the purchase price
	Every subsequent day	Minus 0.15% of purchase price/ day
The product is not defective	First 10 days	Deduct 10% of the purchase price
	From 11 - 20 days	Deduct 15% of the purchase price
	From 21 - 30 days	Deduct 20% of purchase price/ day
	Every subsequent day	Deduct 15% of the purchase price
Used product that cannot be reconstructed.	Product exchange is not applicable	
Defective product caused by the user	Not applicable to change the product, the customer will bear the repair fee	

Product exchange conditions

- Have purchase invoice.
- Product is not scratched, distorted, broken or deformed surface and internal components.
- Full range of accessories included.
- Remaining fully qualified warranty.

Note: Some information is subject to change without prior notice from Kitchen World as at the time of the latest update.
(Source: Kitchen World Jsc Company)

Contact details:

Address (HQ): 8th floor, Golden Land office building, 275 Nguyen Trai, Thanh Xuan, Hanoi

Address Branch Office: 231-233 Dien Bien Phu, Binh Thanh, Ho Chi Minh

Showroom:

Hanoi City

2nd fl, Golden Land Commercial Buidling, 275 Nguyen Trai, Thanh Xuan, Hanoi

Ho Chi Minh City

231-233 Dien Bien Phu, Binh Thanh, Ho Chi Minh

Hotline: 1800 6998

Email: contact@thegioibep.com

Website: <http://kitchen-world.vn>

* Applied to retail channels. Applicable to MDA such as hobs, refrigerators, hoods, dishwashers, ovens, washers, dryers, and microwaves.