



PT BSH Home Appliances

Terms and Conditions of Warranty

Thank you for purchasing Bosch home appliances and related services.

The following terms and conditions of warranty shall apply to your Bosch home appliance:

1. You shall be responsible to register this warranty with us through our customer service hotline. This warranty card together with the original purchase receipt must be produced when registering Bosch products for repair / service under warranty. Repair / service charges shall be imposed accordingly for Bosch home appliances without proof of warranty registration and the original purchase receipt.
2. This warranty shall be applicable for Bosch home appliances purchased in the Republic of Indonesia only.
3. Your Bosch home appliance shall be warranted against manufacturing defects in material and workmanship ("Standard Warranty") for a continuous period commencing from the date of purchase, of:
 - a) twenty-four (24) months where your Bosch home appliance is used solely within domestic premises; or
 - b) no applicable warranty period where the aforesaid Bosch home appliances are used for any revenue generating purpose,

whichever of the applicable stated time periods in the preceding sub-paragraphs a), b) and c), shall be the shortest ("Standard Warranty Period"). We will bear the costs of replacement parts, labour and transport when your Bosch home appliance is under the Standard Warranty Period. Thereafter the relevant charges will apply. Labour and transportation charges may also apply in the event that no technical fault may be identified during service attendance under warranty.

In addition to the Standard Warranty, these additional warranties will apply:

- c) one hundred and twenty (120) months against rust-through of the inner tubs of dishwashers; or
 - d) one hundred and twenty (120) months for the motors of washing machines (EcoSilence Drive); or
 - e) sixty (60) months for compressors of sealed refrigerating systems; or
 - f) one hundred and twenty (120) months for the motors of bagged / bagless canister vacuum cleaners (inclusive of labour charges); or
4. This warranty may be rendered invalid and unenforceable in the event of manifest error in information provided by you while registering for warranty.

Responsibility of ensuring the accuracy and completeness of information shall be solely borne by you.

5. This warranty shall be applicable to you as the purchaser of Bosch products and shall in no circumstance be transferable and or otherwise exchangeable for any benefit.

6. This warranty shall be immediately rendered invalid and unenforceable if your Bosch home appliance shall in our opinion have been tampered with (including the defacing / removal of serial numbers), altered and or modified and or otherwise have been repaired by unauthorised parties.
7. We reserve the right at our option and absolute discretion to replace your Bosch home appliance, in lieu of repair, with a similar / upgraded model of an equivalent or prevailing value without further liability to you in relation to your Bosch home appliance and upon which replacement the remaining period of this warranty only shall continue to apply to the replacement product. For the avoidance of doubt, any servicing and/or replacement of a product or any part thereof, does not extend or renew the period of warranty. Additionally, all parts and/or products which we replace within this warranty, shall become our property.

We shall not be liable howsoever for any delay and or failure to undertake and or complete repair / service due to causes beyond our reasonable control including the non-availability of component parts.

8. This warranty shall be subject to the following limitations and exclusions:-
 - a) damage, defects and or malfunctions resulting from dust, interference of foreign objects, natural disaster, lightning, fire, water and or liquid substances, exposure to sunlight, improper ventilation, drop from height, inoperative /leaking batteries, civil unrest, accident and or act of God;
 - b) damage, defects and or malfunctions caused by the use of improper electrical supply, improper installation, connections to other incompatible equipment, input voltage beyond specifications, use of incompatible batteries, misuse, improper use contrary to cautions / directions / instructions / specifications referred to in the operating manual, mishandling and or consequential damage due to negligence and abuse;
 - c) commercial/ industrial use of domestic models;
 - d) exterior appearances and or finishing, fair wear and tear; parts made of plastics, filters, accessories and or lightings;
 - e) loss of any data, memory input and or setting during operation and or in the course of repair / service;
 - f) indirect, consequential and or incidental damages;
 - g) perishable and consumable items;
 - h) shipment and/or transport to and/or use of your Bosch home appliance in any territory other than the Republic of Indonesia; and
 - i) to the fullest extent permitted under the applicable law, all and any other claims for damages and/or any loss suffered.