

## Spare Parts and Accessories - Warranty Terms and Conditions

Warranty is valid in country of purchase only. This warranty is given by BSH Home Appliances Pty Ltd, 1555 Centre Road, Clayton, Victoria, Australia 3168 (**Company**). This product is warranted by the Company to be free from defects in materials and workmanship for a period of one year from the date of purchase. The benefits offered by this warranty are in addition to your rights and remedies under Australian Consumer Law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to major failure. In the event of a minor failure, the Company reserves the right to choose to repair or replace the product.

To make a warranty claim, you must be able to supply proof of purchase. In the first instance, you should call Customer Care Australia - 1300 369 744. The Company will create and retain a computer record of your application.

The Company will bear any expenses incurred for warranty claims, excluding the cost of transport of the product for service or the service agent's travelling costs to and from your home if you live outside the service area of the Company or one of its service agents.

This warranty will not apply in the following cases:

1. Any defect or damage which is a result of repair, alteration or modification carried out without the written permission of the Company.
2. The use of parts not manufactured, sold or approved by the Company are used in any replacement or repair.
3. The product is operated on an electrical, gas or water supply which differs from the ratings specified on the rating plate and instructions for installation and use of the product.
4. The product is damaged as a direct result of incorrect installation or being used for a purpose for which it not designed, sold or otherwise not in accordance with any instructions for installation and use.
5. If changes occur in the condition or operational qualities of the product due to incorrect storage, mounting, climate or any other influence outside the control of the Company.
6. The product is damaged as a result of operating the product incorrectly or when it was known to be defective.
7. When parts requiring replacement due to normal wear and tear including the replacement of the following parts: lenses, globes, glassware, fuses, filters, door seals, bags and similar parts were not replaced.
8. When the clearing of blockages in pumps and hoses did not take place.
9. When damage is caused directly or indirectly by utility supply problems, lack of user care, electrical storm damage or incorrect power supply.
10. When the cause of a defect or damage is due to operator error.

What else you need to know. The following conditions will compromise and in some cases cancel your warranty:

1. Whilst this warranty applies to the original owner only, however subsequent owners may still have rights under the Australian Consumer Law.
2. If you are required to return the product to the Company or service agent, you must ensure it is cleaned, drained and free from debris or residues, securely packed and insured. The Company takes no responsibility for loss or damage of the product prior to being received by the Company or its service agents.
3. Only detergents (powder or liquid) suitable for use in the Company's products are to be used. Please refer to Customer Service to be advised.
4. This product is intended for domestic use in the owner's home. Use of the product for commercial purposes will limit the warranty to a period of three months.
5. The Company will not be responsible for damage which occurs during delivery or installation.
6. The Company warranty is not applicable to extended warranty programs offered by third parties.

## Your Personal Information and Privacy

BSH Home Appliances Pty Ltd, a subsidiary of the BSH Home Appliances Group (**BSH**), will use your personal information for customer service and administration, including warranty claims and to contact you, for product development, surveys and direct marketing. We may need to disclose your personal information to our related companies and to third parties outside BSH for these and other business purposes, including for warranty registration and claims such as to agents, contractors and service providers (e.g. mailing houses). Some of them are located overseas. We will not otherwise disclose your personal information unless you have consented or we are otherwise required or authorised by or under an Australian law or a court/ tribunal order to do so. By providing us with the personal information in the Warranty Registration section you will be assisting us to provide you with customer and administration support or services, including in relation to any warranty claim you may have.

We may direct market to you via email, SMS, mail or telephone. If you do not wish to receive direct marketing communications from us in the future you may opt-out at any time by (in the case of electronic communications) clicking the "unsubscribe" button, or contacting us at bshau-disec@bshg.com, telephoning 03 8551 1100, or by writing to us at 1555 Centre Road, Clayton, Victoria, Australia 3168 to the attention of the Privacy Officer.

For more information about how BSH handles your personal information, how to access and correct it, how to make a complaint and how we handle complaints, see our privacy policy at <https://www.bosch-home.com.au/metapages/imprint> or telephone 03 8551 1100. If you wish to access, correct or update your personal information please contact us at bshau-disec@bshg.com or telephone 03 8551 1100.