

## Terms and Conditions of Bosch Total Care Service

You have expressed intention to engage BSH Home Appliances Pte. Ltd., (also “we”, “us”, “BSH” and “our”) for “**Bosch Total Care Service**” (“**Service**”) for your Bosch Home Appliances. By signing up for this Service, you hereby agree that you have read, understood, and agree to be bound by the following terms and conditions (“**Terms and Conditions**”):

### 1. ELIGIBILITY

The Service applies exclusively to Bosch Home Appliances (“**Appliance**”) and is subjected to the following eligibility conditions:

- (a) You have purchased the Appliance from us or from our authorized dealers/distributors/partners in Singapore; and
- (b) You must use and maintain the Appliance in accordance with the Appliance operating manual or instructions and use it for domestic or household purpose only.

For the avoidance of doubt, we may, at our absolute discretion, refuse to provide the Service if we assess, in our opinion, that your Appliances have been misused, modified, tampered with and/or damaged beyond reasonable repair. Our decision shall be final and conclusive.

### 2. BOSCH TOTAL CARE SERVICE

2.1 BSH will provide the following Service for your Appliance, and you are free to choose any of the Service individually or together, subject to the following terms and conditions:

No.	Types of Service	Description of Service	Charges and Conditions	Exclusion
1	Consultation Service	A one-time pre-purchase on-site evaluation will be conducted to assess the suitability of the location for the Appliance installation and to provide guidelines in accordance with the Appliance operating manual or instructions.	*S\$45.00 per Appliance/ session, which includes a maximum of 45 minutes on-site evaluation per Appliance/session.  <i>Note:</i> If you decide not to purchase the Appliance for any reason whatsoever or the Appliance is not suitable for installation after our evaluation, this sum is not refundable. BSH evaluation shall be final and conclusive.	Any additional services required, such as carpentry, plumbing, gas, or electrical work, are not included and will be quoted separately.
2	Built-In Installation Service	A one-time basic built-in installation service and a demonstration on how to use the Appliances will be provided in accordance with the Appliance operating manual or instructions	*S\$95.00 per Appliance, <i>except for island chimney hood, built-in refrigerator and wine chiller at *\$285.00 per session</i> , which includes a maximum of 1.0 hour per Appliance/session  <i>Note:</i> The basic built-in installation service includes setting up of the Appliances in accordance with the operating manual or instructions. If the conditions are not suitable, the installation maybe delayed, and additional charges may apply accordingly. BSH evaluation shall be final and conclusive.	Any additional services required, such as carpentry, plumbing, gas, or electrical work, are not included and will be quoted separately.  External parts and cosmetic parts of your Appliance or accessory attached to your Appliance such as cabinets, frames, knobs, pipes, glass, ceramic glass, plastic front panel, rubbers, and seal are excluded.
3	Home Demonstration Service	A one-time home demonstration service will be provided to showcase the features and functionality of the Appliance	*S\$80.00 per session, which includes a maximum of 45 minutes per session  <i>Note:</i> The home demonstration service is based on the Appliance operating manual or instructions and may vary by appliance. We may not be able to address all enquiries during the session. BSH decision shall be final and conclusive.	-

4	Maintenance Service	<p>A one-time maintenance and serviceability inspection of your Appliance will be conducted, which includes a detailed checklist of diagnostic tests, maintenance tips, advice and, where applicable, repair service recommendations.</p> <p>Additionally, a free cleaning and care product will be provided.</p>	<p>*S\$180.00 per Appliance/ session for the maintenance and serviceability inspection, which includes a maximum of 1.0 hour per Appliance/session.</p> <p><i>Note:</i> The maintenance and serviceability inspection are based on the Appliance operating manual or instructions and may vary by appliance. BSH evaluation shall be final and conclusive.</p>	<p>Spare parts, repair services and cleaning services are not included for repairing your Appliance.</p>
5	Repair Service	<p>Repair service will be provided for Appliance that is out of warranty.</p> <p>Additionally, a free standard warranty of 12 months on the replacement spare parts or on the same fault will be provided from the date of repair service is completed, For further details regarding the standard warranty terms and conditions, please refer to <a href="https://www.bosch-home.com.sg/service/warranties">https://www.bosch-home.com.sg/service/warranties</a>.</p>	<p>*S\$150.00 per Appliance/ session for the repair service, which includes a maximum of 1.0 hour per Appliance/ session.</p> <p><i>Note:</i> BSH will provide a quotation for the estimated repair costs of your Appliance for your confirmation after our assessment.</p> <p>All spare parts are subject to availability, and we cannot guarantee immediate replacement.</p> <p>If you decide not to proceed with the repair or if the Appliance is deemed beyond repair after our assessment or not suitable for repair in the opinion of BSH, this sum is not refundable. BSH assessment shall be final and conclusive.</p> <p>For further details regarding repair service, please refer to the terms and conditions at <a href="https://www.bosch-home.com.sg/service/repair-service">https://www.bosch-home.com.sg/service/repair-service</a></p>	<p>Spare parts, cleaning services, additional services, where applicable, are excluded.</p> <p>The repair service excludes ordinary wear and tear (e.g. scuffs, scratches, gouges, rusting, corrosion, erosion, dents, gradual deterioration, humidity and environmental conditions, commercial use (multi-user organizations), public rental, use for profit, and communal use for multi-family housing in housing areas, hotel/hostel, restaurants or laundry shop and subjects to the standard warranty terms and conditions.</p> <p>We are not responsible for compensating you for any loss if spare parts are delayed due to unavailability and factors beyond BSH's control.</p>
<p><i>*BSH reserves the right to change the rate without any notification to you and GST included in accordance with the prevailing rate</i></p>				

2.2 The price for each Service rendered by us will be quoted in Singapore Dollars and our tax invoice, quotation and/or sales order confirmation. You may need to pay for the Service in advance before we proceed with the relevant Service selected by you. In the event of a delay in payment, we reserve the right to impose interest at a rate of 10% per annum on any overdue amount.

2.3 Labor and transportation charges may apply if no Service is rendered.

2.4 The Service may not be applicable to all models of the Appliance. In such cases, we will notify you promptly. We reserve the right to determine your eligibility for the Service based on the specific Appliance model.

### 3. LIABILITY

3.1 We shall not be held liable and indemnify you and/or third party under this Terms and Conditions, for any direct, indirect, consequential, incidental, damages, lost, costs, economic loss, loss of profits, goodwill and all risk and liability for loss, damage or injury to you or your property and any kind of damages or loss whatsoever whether in tort (including negligence and strict product liability), contract, equity relief or any kind whatsoever incur or suffer or to be incurred or suffered by you and/or any third party arising and/or connection with this Terms and Conditions, whether directly and indirectly.

3.2 We are not responsible for any structural, utility, electrical and/or plumbing works that are necessary for the proper functioning of your Appliance(s). You will be responsible for arranging and bearing the costs and risks of such works.

3.3 We reserve the right to amend, vary, modify, change, suspend, cancel, extend, remove or delete any terms and conditions of this Service at any time without prior notice. In the event of dispute arising out of the Service, the decision made by us shall be final and binding onto the parties involved in the dispute. We shall not be held liable to compensate and/or indemnify you in any manner whatsoever in connection with the Service, whether directly and/or indirectly.

#### **4. PERSONAL DATA**

- 4.1 By participating in this Service, you hereby agree to provide personal data and/or information to BSH or BSH's appointed service providers or independent contractors for verification, inspection, diagnostic, contact, products delivery and/or other services related to this Service. Furthermore, you understand and agree that BSH may collect, use and/or disclose your personal data and/or information provided for promotional and marketing activities via email, push notification and/or SMS, administration, feedback, surveys, market research, services, delivery & installation of products by BSH or BSH's appointed service providers or independent contractors, maintenance tips for products, individualized services and/or disclose and share your personal data with BSH's related corporations in Singapore and outside Singapore in accordance with the Personal Data Protection Act (2012) ("PDPA"). You also agree to be bound by BSH's privacy policy set out at <https://www.bosch-home.com.sg/metapages/privacy> for more information, please visit website at <https://www.bosch-home.com.sg/>.
- 4.2 You may withdraw your consent to provide personal data and/or information at any time by notice in writing to BSH data protection officer(s) at [sgr\\_v\\_dpo@bshg.com](mailto:sgr_v_dpo@bshg.com). We will handle and process your personal data in accordance with the PDPA.

#### **5. GOVERNING LAW**

This Terms and Conditions of this agreement shall be governed by the laws of Singapore and all parties hereto agree to submit to the exclusive jurisdiction of the Singapore Courts.

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