

Terms and Conditions of Sale of Accessories and Spare Parts

This tax invoice and or order confirmation has been issued by BSH Home Appliances Pte. Ltd. (hereinafter referred to as "BSH", "we" and "us") to the purchaser (hereinafter referred to as "you") of the items described herein on the following terms and conditions:

1. **Description of Item(s) Sold**

Unless otherwise specified by us, please verify all entries in this invoice/order confirmation within seven (7) working days from the date of this invoice/order confirmation failing which it shall deem to be correct in all aspects, and the goods and/or services received in good conditions/satisfy and binding on you.

2. **Price and Payment**

- a. To ensure payment is made to the correct amount, please quote our invoice/order confirmation number.
- b. You shall make payment for the goods and/or services within our credit term.
- c. Unless otherwise specified by us, all payments must be made in full prior to delivery, including any applicable delivery or handling charges.

3. **Delivery**

- a. Delivery of goods will not be deferred/postponed by you and installation of the goods are excluded unless otherwise specified by us. Additional service charges may be charged.
- b. If you fails to collect or take delivery of the goods within three (3) months from the date of the invoice/order confirmation, any payment or deposit/advance payment made for or in respect of the goods may be forfeited by us and, we reserve sole discretion to sell or otherwise deal with or dispose of the goods in such manner as we deem fit.
- c. Delivery is strictly limited to addresses within Singapore. We do not provide overseas or international shipping. Any order placed with an overseas or non-serviceable delivery address may be cancelled at our sole discretion, and any payment made shall be non-refundable. Customers are responsible for ensuring that the delivery address provided is eligible prior to placing an order.

4. **Warranty**

We do not grant any warranty on the purchase of our spare parts, accessories and cleaning and care products.

5. **Cancellation Policy**

- a. All cancellation item(s) are subject to our verification and approval. We will conduct an evaluation for cancellation within three (3) to five (5) working days from the date we receive your submission.
- b. Please provide your valid proof of purchase i.e. valid tax invoice and receipt, when making a cancellation.
- c. You will receive an email confirmation on the status of your cancellation request, or our service ambassador will advise you if it is done in person. All approved cancellation item(s) are subject to an administrative fee of S\$15.00 or five percent (5%) of the value of each cancelled item, whichever is higher. This administrative fee must be paid before the cancellation is processed by us.
- d. If your cancellation is approved by us, we will process your refund within thirty (30) days using the same mode of payment that was made by you in the original purchase.
- e. No cancellation is allowed for display sets, clearance item(s), lucky draw prizes, pre-order purchases of accessories, spare parts and cleaning and care products.
- f. We reserve the right to reject any cancellation deemed to be unfit and unreasonable. The above terms and conditions are subject to change without any prior notice.

6. **Return Policy**

You may return the item(s) within seven (7) working days from the day the item(s) are delivered to you or from the date of your self-collection. However, you are required to meet the following requirements for a return:

- (i) the item(s) is defective, or you received the wrong item(s) from us;
- (ii) you have a valid proof of purchase i.e. valid tax invoice and/or receipt;
- (iii) the item(s) must be in original, new condition and are unused, and the packaging is unopened with the packing seal intact; and
- (iv) the item(s) and packaging are not damaged.

- a. All returned item(s) are subject to our verification and approval. We will conduct an evaluation for return within seven (7) working days from the date we receive your returned item(s). We shall not be responsible for your transportation costs/expenses incurred for the return.
- b. You can contact our Customer Care Hotline at +65 6751 5000, email us at bshsgp.service@bshg.com or visit our Customer Care Centre to initiate your request for return.
- c. You will receive an email confirmation on the status of your return request, or our service ambassador will advise you if it is done in person. All approved returns are subject to an administrative fee of S\$15.00 or five percent (5%) of the value of each returned item, whichever is higher. This administrative fee must be paid before the return is processed by us.
- d. If your return is approved by us, we will process your refund within thirty (30) days using the same mode of payment that was made by you in the original purchase.
- e. No return is allowed for display sets, clearance item(s), lucky draw prizes, pre-order purchases of accessories, spare parts and cleaning and care products.
- f. We reserve the right to reject any return deemed to be unfit and unreasonable. The above terms and conditions are subject to change without any prior notice.

6. **Limitation of Liability**

To the extent as permitted by law, we shall not be liable for any direct, indirect, incidental and/or consequential loss, damage, personal injury and/or damage of property incur and/or to be incurred howsoever, directly and/or indirectly as a result of the purchase and use of the goods and/or services by you.

7. **Personal Data Protection**

By providing the personal data/information to us, you agree and understand that we may collect, use and/or disclose your personal data/information for promotional marketing activities via email, push notification and/or text message (SMS), *administration, feedback, surveys, market research, delivery and/or installation of goods by our service providers or independent contractors, maintenance tips for goods, individualised services, culinary events purpose and/or disclose to our related group of companies in accordance with the Personal Data Protection Act 2012. You further agrees to our Privacy terms and conditions set out at <https://www.bosch-home.com.sg/metapages/privacy>. For more information, please visit our website at <https://www.bosch-home.com.sg/>. You may withdraw your consent at any time by notice in writing to our data protection officer(s) at sgr_v_dpo@bshg.com and/or bshsgp.service@bshg.com.*