Bosch Home Appliances Store Frequently Asked Questions (FAQs)

1. Bosch Online Store Warranty

When purchasing in our Bosch Online Store your appliance(s) automatically enjoy a two (2)-years/twenty-four (24) months manufacturer warranty. Simply register your product here. You will need to create a MyBosch account via a SingleKey ID. Kindly retain your invoice as proof of purchase, for future warranty claim.

2. What is MyBosch account and its benefit?

"MyBosch" account is a free online member account that allows you to register your products, view purchase history, manage warranty and service, find manuals and usage tips, and receive exclusive offers and discount codes, and newsletters about all Bosch home appliances.

Register for MyBosch Account now and find out more information here.

3. Payment Methods

We accept all VISA , MasterCard debit and credit cards and PayNow for payment in the Bosch Online Store

4. When will my Order be delivered?

Subject to stock availability, BSH will use reasonable efforts to deliver your Order to the delivery address in Singapore specified by you within three (3) to five (5) working days from the date of order confirmation.

Please note that deliveries are available from Monday to Friday only. No deliveries will be made on Saturdays, Sundays or Public Holidays.

5. Where can I see the order status?

Once you have placed and paid for your order through the Bosch Online Store, you will receive an automated email confirming your purchase details. A second email will follow to update you on the status of your Order.

Once your Order is confirmed, we will contact you by phone or email as soon as possible to make the necessary delivery arrangements.

As a registered MyBosch customer, you may also check your order status in the order overview under 'My Orders'.

Register for MyBosch account now and find out more information here.

6. Cancellation and Returns Information

We want you to be delighted with every purchase you make through the Bosch Online Store. However, we understand that you may occasionally wish to cancel or return your Order.

Please refer to our Terms and Conditions of Sale (Online Channel) and Terms and Conditions of Sale of Accessories and Spare Parts (Online Channel) for further information before initiating any cancellation or return.

7. How do I know which products are on sale?

You can visit the **"Monthly Deals"** page on our Bosch website to view our latest promotions and special offers.

We will also keep our Bosch Community informed of the latest promotions through our Bosch Newsletter and Facebook page. Visit us on Facebook now and click on 'Like' to stay updated.

You may also subscribe to our monthly Bosch Newsletter here to receive updates on our latest promotions and offers.

8. How can I contact Bosch Customer Care?

If you have any enquiries regarding our Products, Orders, deliveries, payments or returns, you may contact our Bosch Customer Service team through the following channels:

- Bosch Customer Care Hotline: +65 6751 5000
- Email: bshsgp.service@bshg.com
- Operating Hours: Monday to Friday: 9am to 6pm (excluding Public Holidays). Saturday: 90am to 1pm (excluding Public Holidays)