

5 Year Warranty Terms and Conditions 20.03.24-31.03.25.

These warranty conditions apply to appliances purchased and operated in the United Kingdom and the Republic of Ireland.

The conditions below describe the prerequisites and scope of our warranty.

The warranty does not affect your statutory rights or the obligations of your retailer and your contract with them.

We provide warranty cover for an appliance subject to the following conditions:

We will rectify defects affecting the appliance which are clearly attributable to material and/or manufacturing faults, provided they are reported immediately after being identified, and within 24 months of the date of purchase or 60 months for registered eligible appliances (the “Warranty Period”).

The warranty will not extend to fragile items such as glass or cosmetic parts or consumable items such as light bulbs.

Warranty liability will not be triggered by minor variances from nominal features which are of no significance to the appliance’s value or fitness for purpose or damage caused by the chemical or electrochemical effects of water and generally by exceptional environmental conditions, inappropriate operating conditions, or the appliance having come into contact with unsuitable materials.

Service may not be available to all the islands around the UK and Ireland, we reserve the right to offer approved local partners in outlying areas. Please check with your retailer or contact our Customer Service Department if you need more information.

Warranty provision will be free of charge, and we will decide whether this will take the form of a repair or the replacement of the appliance. Please note that replaced parts pass into our ownership. Small appliances or vacuum cleaners that can reasonably be transported or posted may need to be shipped to our customer service centre. All other appliances will be repaired on site.

A purchase receipt must be presented in each case showing the date of purchase and either the delivery or installation date, the latest date elicits the start of the warranty period.

It is required that Engineers and Service Partners are given reasonable access when attending to the appliance.

In the event of a replacement appliance being supplied, we reserve the right to charge an appropriate monetary off set in respect of the period of use already enjoyed.

We are not obliged to provide a replacement which matches the other appliances in the household. The replacement will be from the local product portfolio.

The warranty period for spare parts fitted ends with the expiry of the warranty on the appliance as a whole.

We reserve the right to invalidate the warranty.

If repairs are performed by persons not authorised by us to take such action, or if our appliances are fitted with non-original spare parts, extras, or accessories the warranty becomes void.

Likewise, no warranty liability will be accepted if the defects stem from transport damage for which we are not responsible, improper installation and assembly, improper use, to also include where an appliance has been used in a non-domestic environment, poor maintenance, or failure to observe operating or assembly instructions.

Where appliances have been installed on boats:

- a. If the electricity is supplied from land (i.e., in the case of house boats) then these warranty conditions apply.
- b. If the electricity on the boat is generated by its engine, then these warranty conditions will not apply.

Other claims against the warranty in respect of compensation for consequential or associated loss are excluded, except where such liability is legally mandatory.

The Customer will need to contact the NEFF Customer Service team in any of the following ways so that we can support a claim under warranty:

- a. Phone us on 0344 892 8989
- b. Send us an e-mail at COG-CallBooking@bshg.com
- c. Use our 24-hour online visit booking tool at : <https://www.neff-home.com/uk/service/repair-service> Customers can also find NEFF contact details in the "Service contacts" booklet enclosed with the appliance.

The provision of services under warranty neither extends the term of the warranty nor sets in motion a new warranty period.

Customers are not entitled to any further claims or claims other than those specified above under this warranty.

From time to time, NEFF may present additional warranties on either products or defined components of a product which are time limited offers.

To check if your product qualifies, please contact us, or go online at <https://www.neff-home.com/uk/> for UK customers and <https://www.neff-home.com/ie/> for IE customers.

If appliances are shipped to and operated in other countries in EU/EFTA or United Kingdom (destination country), the appropriate technical conditions (e.g., voltage, frequency, gas types) are met and the climatic and environmental conditions in the country are suitable and there is no legal restriction (e.g. missing approbation or declaration of conformity), the terms of the warranty of the destination country will apply, provided a local customer service network exists within the destination country which operates at their discretion. Outside of this geographical area, the warranty will become void apart from the United Kingdom where these terms will continue to apply. Please note that we reserve the right to void the warranty terms, in the event of physical or verbal abuse towards any member of staff.

We also offer to repair appliances, which fall outside the warranty period on a chargeable basis, this consists of labour call out and charge(s) for spare parts where we deem that appropriate repair can be effected.

We reserve the right to charge for repair work carried out and any spare parts supplied within the Warranty period, which are not covered by the Warranty terms.

Additional Information / Links:

<https://www.neff-home.com/uk/service/care-protection-and-parts>

Data Protection statement

BSH Home Appliances Limited ("We"/"Our"/"Us") are committed to protecting and respecting your privacy. This policy (together with Our terms of use and any other documents referred to on it) sets out the basis on which any personal data We collect from you, or that you provide to Us, will be processed by Us.

We are the data controller which means that we decide why and how your personal data is processed. The e-mail address for Our Data Protection Officer in the UK is GBDPO@bshg.com and in ROI is [Data-protection-ie@](mailto:Data-protection-ie@bshg.com)

[bshg.com](mailto:Data-protection-ie@bshg.com). We (or our agents/business partners) will use your personal details and information We obtain from other sources for customer services and administration, for marketing and to analyse your purchasing preferences.

We may keep your information for a reasonable period for these purposes. If you provide us with information about another person, you confirm that they have appointed you to act for them, to consent to the processing of their personal data including sensitive personal data and that you have informed them of Our identity and the purposes (as set out in the Important Data Protection Information section) for which their personal data will be processed.

For further information, including contact details of our Data Protection Officer, how your data will be processed and your rights, please visit:



<https://www.neff-home.com/uk/data-protection-information> in the UK or <https://www.neff-home.com/ie/data-protection-information> ROI.