

Miele – Extended Warranty – 5 year - Vacuums

Promotion Dates: 02/02/26-30/04/26

Eligible appliances:

Product category	Model	Exemptions
Cordless Vacuums	Duoflex HX1 Nordic Blue	
Cordless Vacuums	Duoflex HX1 Sunset Yellow	
Cordless Vacuums	Duoflex HX1 Terra Red	
Cordless Vacuums	Duoflex HX1 Extra	
Cordless Vacuums	Duoflex HX1 CarCare	
Cordless Vacuums	Duoflex HX1 Cat & Dog	
Cordless Vacuums	Duoflex HX1 Allfloor	
Cordless Vacuums	Duoflex HX1 TotalCare	

Terms & Conditions:

Miele Company Limited, Fairacres, Marcham Road, Abingdon, OX14 1TW. England ("**we**") may grant the buyer ("**you**") - in addition to, and separately from, any legal consumer rights you may be entitled to against the seller (which you can claim free of charge) – an extended warranty in accordance with the following terms:

1. Our 2-year Manufacturer's Guarantee and the Extended Warranty

- 1.1. From the date of purchase, a standard 2-year Manufacturer's Guarantee applies to all domestic appliances (the "**Manufacturer's Guarantee**").
- 1.2. From time to time, we may run a promotion to extend the 2-year Manufacturer's Guarantee free of charge. When such a promotion applies and provided you are eligible, a further 3-year warranty may be granted by us to you under the terms outlined in this document (the "**Extended Warranty**").
- 1.3. You will be eligible for the Extended Warranty if you have purchased a specific appliance(s) in the United Kingdom to which the promotion applies during the limited promotional period.

2. Promotions

- 2.1. If we are running a promotion for the Extended Warranty and you would like to participate in it, you have **30 days** from the date of purchase to apply for the Extended Warranty.
- 2.2. To apply for the Extended Warranty, you must register your appliance within **30 days** of the end date of the specific promotion period in which you purchased the appliance using the online form at www.miele.co.uk/promotions. You will be requested to complete your details and upload a copy of your proof of purchase.
- 2.3. On receipt of your proof of purchase, we will check the details you have provided, including that your product is eligible for the Extended Warranty, as shown at www.miele.co.uk/promotions and that it has been purchased within the promotional period. You will then be issued with a Miele Service Certificate in your name via email. Please allow up to 60 days for your certificate to arrive before contacting us. All certificates are issued digitally, and we do not offer printed certificates.

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- 2.4. If you have claimed the Extended Warranty, you will be covered once you have received the 'promotion entered' confirmation email and will only receive this as long as all qualifying criteria for the Extended Warranty are met. If you have any queries, please get in touch with us for further assistance.

3. Conditions – The Extended Warranty

- 3.1. The Extended Warranty:
- a. applies only to products purchased from an authorised retailer or directly from Miele in the United Kingdom;
 - b. does not confer any rights other than those expressly set out below and does not cover any costs arising from you not being able to use your appliance; and
 - c. is offered as an extra benefit and does not affect your legal consumer rights relating to the quality of any purchase or how it was described. For further information on your legal consumer rights, contact your local Citizens Advice Bureau.
- 3.2. The Extended Warranty services will only be provided within the United Kingdom.
- 3.3. These Extended Warranty terms are governed by and in accordance with the laws of England and Wales. However, if you live in the Channel Islands, these terms will not limit any consumer protection rights that you may be entitled to under the mandatory laws there. You will only be able to bring a claim related to or arising from these Terms in the courts of England and Wales. However, if you live in Scotland or Northern Ireland, you can submit to either the Scottish, Northern Ireland or the English court and if you live in the Channel Islands, you can submit to either the Channel Islands or the English court.
- 3.4. Proof of purchase is required to apply for the Extended Warranty.
- 3.5. The Extended Warranty is non-transferable and will not apply if the qualifying vacuum cleaner is returned, including within any money-back guarantee promotion.

4. Services

- 4.1. In addition to correcting defects in material or workmanship during the Term (see section 5 below) and subject to the exclusions set out in section 6 below, we agree to bear the complete repair cost, including parts and labour.
- 4.2. When an appliance is considered "beyond economical repair," Miele reserves the right to decide what to do next. We can either:
- a. **Provide a New Appliance:** Offer a new appliance that has similar features and specifications to the one that is beyond repair.
 - b. **Contribute to a New Miele Appliance:** Alternatively, offer to pay part of the cost for you to buy a new Miele appliance.
- This decision is made solely by Miele, meaning we have the final say on which option to choose.
- 4.3. Any parts removed from an appliance during a repair become our property.
- 4.4. Visit our website by clicking [here](https://www.miele.co.uk/repair)([Repair \(miele.co.uk\)](https://www.miele.co.uk/repair)) if you wish to book a repair under your standard 2-year Manufacturer's Guarantee or additional 3-year Extended Warranty.

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5. Duration

- 5.1. The Extended Warranty takes effect immediately after the Manufacturer's Guarantee expires and is valid for a term of three years (the "**Term**").
- 5.2. If we replace the product(s), the remaining years of the Extended Warranty will be transferred to the new appliance. It will stay in place for the other products registered under that Miele Service Certificate.

6. Exclusions

- 6.1. Appliances sold in contract developments, auctions, or rental agreements are excluded from the Extended Warranty.
- 6.2. We will not bear costs for repairs where appliance breakdown is due to the following:
 - a. Non-compliance with safety regulations and warnings given in the operating instructions.
 - b. Faults caused by the user through operating errors or lack of care and maintenance, including the use of unsuitable detergents or chemicals as well as damage caused by the intake of fluids, construction dust or toner.
 - c. Non-domestic, inappropriate and/or commercial use.
 - d. Use that extends 1,000 hours for vacuum cleaners or 10,000 operating hours for other appliances.
 - e. Intentional or accidental damage by the owner or third parties.
 - f. Incorrect installation.
 - g. Faulty repairs or repairs carried out by parties other than us or an authorised agent of ours.
 - h. External influences (e.g., weather, transit damage).
 - i. Replacement parts subject to wear and tear (e.g., filters), or parts which should be maintained and cleaned by you as indicated in the operating instructions (e.g., filters, washing machine door seals or the Hybrid Vacuum Cleaner battery).
 - j. Usage-related and natural wear and tear, such as the decreasing load performance of accumulators and components that, according to the operating instructions, must be replaced regularly during the product life cycle.
 - k. Glass breakage and defective light bulbs.
 - l. Visual blemishes such as marks and dents.
 - m. Use of non-approved spare parts and accessories, care products, dust bags or spare parts.
 - n. Any refurbished, ex-display or Non-A grade appliances
- 6.3. We will only bear repair costs carried out by our network of service technicians or an authorised agent. If, during a service visit, no fault can be found for which we are responsible under these terms, you will be invoiced with call-out charges and labour costs of 60 minutes in accordance with our current standard rates.
- 6.4. Professional machines and equipment (incl. Little Giants and ProfLine dishwashers) are not eligible for this offer.

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7. Liability

- 7.1. We shall not be liable for loss of goods, loss of use, losses arising from you being unable to use your appliance or any special, indirect, consequential, or pure economic loss, costs, damages, charges, or expenses.
- 7.2. Nothing in these terms will exclude any liability which we are not allowed to exclude by law, such as death or personal injury resulting from negligence on our part or for any damage incurred because of fraud or fraudulent misrepresentation by us.

8. Cancellation

- 8.1. You may cancel your Extended Warranty at any time by giving notice in writing to Miele Company Limited, Fairacres, Marcham Road, Abingdon, OX14 1TW.
- 8.2. We reserve the right to cancel the Extended Warranty in the event of physical or verbal abuse towards any member of staff employed directly or indirectly by Miele Company Limited.

9. Data Protection

In the context of the fulfilment of customer services, Miele Company Limited collects and processes personal data. For more information about the processing of your personal data, please see our privacy notice at [Privacy Notice](https://miele.co.uk/privacy-notice) (miele.co.uk).