

## Warranty Terms for 5-year Extended Warranty Promotion running from 20th March 2025 to 31st March 2026.

In these Terms and Conditions, “We”/” Our” / “Neff” means BSH Home Appliances Ltd, whose registered office is at Grand Union House, Old Wolverton Road, Wolverton, Milton Keynes, MK12 5PT, United Kingdom, with Company Registration Number 01844007, England & Wales.

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

These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland, or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

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

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

At time of going to print, these are the eligible models for the current Promotion running from 20<sup>th</sup> March 2025 to 31<sup>st</sup> March 2026, we reserve the right to change these products throughout the specified Period.

- To qualify for the free extended warranty, please note that you are required to register the appliance within 3 months of purchasing the product to claim the extended warranty.
- To check if your product qualifies, please contact us on 0344 892 8989, or go online at <https://www.NEFF-home.com/uk/service/careprotection-and-parts/warranties> for UK customers and <https://www.NEFF-home.com/ie/service/careprotection-and-parts/warranties> for IE customers.

### List of current eligible models

Category	Model number	Category	Model number
Cooling	KI2822FE0G	Dishwashers	S153HKX03G
Cooling	KI2823FF0G	Dishwashers	S175HTX06G
Cooling	KI2821SE0G	Dishwashers	S155HVX00G
Cooling	KI2822SF0G	Dishwashers	S155ECX07G
Cooling	KI8815OD0	Dishwashers	S195HCX02G
Cooling	KI8816DE1	Dishwashers	S295HCX02G
Cooling	KI1813FE0G	Dishwashers	S187ZCX03G
Cooling	KI1812FE0G	Dishwashers	***S187TC800E
Cooling	KI1812SF0G	Dishwashers	S145HTS01G
Cooling	KI1811SE0G	Dishwashers	S875HKX21G
Cooling	KI2422FE0	Dishwashers	S199ZB802E

Cooling	KI1412FE0G	Dishwashers	S199YB801E
Cooling	KI1411SE0	Dishwashers	S299ZB802E
Cooling	KI1311SE0	Dishwashers	S299YB801E
Cooling	KI1212FE0G	Dishwashers	S199ZB803E
Cooling	KI1211SE0G	Dishwashers	*S299ZB803E
Cooling	KU2222FD0G	Dishwashers	S197YCX05G
Cooling	KU1212FE0G	Cooking	B69VY7MY0
Cooling	KI7962FD0 *	Cooking	B69CY7MY0
Cooling	KI7961SE0	Cooking	B69VS7MY0A
Cooling	KB7966DD0G	Cooking	B69CS7MY0B
Cooling	KI8865DE0	Cooking	B59CR7KY0B
Cooling	KI7863DD0G	Cooking	B69FY5CX0
Cooling	KI7862FE0G	Cooking	B69FS5CY0A
Cooling	KI7862SE0G	Cooking	C29FY5CX0
Cooling	KI7861FE0G	Cooking	C29FS3AY0
Cooling	KI7861SE0G	Cooking	C29MY7MY0
Cooling	KI7851FE0G	Cooking	C29MS7KY0
Cooling	KI7851FF0G	Cooking	C29MR21Y0B
Cooling	KI7851SE0G	Cooking	CL9TX11X0
Cooling	KI7851SF0G	Cooking	NL9WR21Y1B
Cooling	GI1216DE0	Cooking	NR9WR21Y1B
Cooling	GI1212SE0G	Cooking	N29XA11Y1
Cooling	GI1113FE0	Cooking	N39HA11Y1B
Cooling	GU7212FE0G	Cooking	N29HA11Y2
Cooling	GI7815NE0	Cooking	N29HA11Y1B
Cooling	GI7815CE0G	Cooking	V68YYX4C0
Cooling	GI7812EE0G	Cooking	V58YHQ4C0
Cooling	GI7416CE0	Cooking	V57YHQ4C0
Cooling	KB7966DD0	Cooking	T69YYX4C0
Cooling	KB7962SE0	Cooking	T69YYV4C0
Cooling	KI1412FE0	Cooking	T68YYY4C0
Cooling	KI1212FE0	Cooking	T66YYY4C0
Cooling	KI1211SE0	Cooking	I98WMM1Y7B
Cooling	KI7962FD0G	Cooking	I88WMM1Y7B
Cooling	KI1411SE0G**	Cooking	D96IMW1G1
Laundry	VNA341U8GB	Cooking	D98IPT2Y5
Laundry	W543BX2GB	Cooking	****V68YYX4B0
Laundry	W544BX2GB	Cooking	I88WMM1S7B
Dishwashers	S153HTX02G	Cooking	I98WMM1S7B
Dishwashers	S153ITX02G		
* Launched April 2025	** Launched September 2025	*** Launched May 2025	**** Launched December 2025

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

- 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.
- From time to time, NEFF may present additional warranties on either products or defined components of a product which are time limited offers. Appliances may include but are not limited to dish care, laundry, cooling, ventilation, cooking as well as coffee machines.

Customers can also find NEFF contact details in the “Service contacts” booklet enclosed with the appliance.

- 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. No warranty liability will be accepted if cosmetic changes have been made to the appliance.
- 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.

Access requirements, to ensure prompt and effective service, please note the following:

- Small appliances or coffee machines that can be transported or posted may need to be shipped to our customer service centre.
  - It is required that Engineers and Service Partners be given reasonable access when attending to the appliance. All appliances will be repaired on site unless otherwise requested by the attending engineer.
  - Please note that the engineer will require access to the property's location, as well as reasonable access within the home to the machine needing service or repair.
  - If your property is in a remote area where service may be limited, we advise you to contact us in advance to discuss how we can best support you in case of a service requirement. This will help us to coordinate timely assistance and avoid any delays.
- 
- 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.
  - In the event of a replacement appliance being supplied, in respect of the period of use already enjoyed we reserve the right to charge an appropriate monetary off set.
  - 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.
- Other claims against the warranty in respect of compensation for consequential or associated loss are excluded, except where such liability is legally mandatory.

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.

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

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](mailto:COG-CallBooking@bshg.com) , or
- c. Use our 24-hour online visit booking tool at:  
<https://www.neff-home.com/uk/service/repair-service> for UK customers and <https://www.neff-home.com/ie/service/repair-service> for IE customers.

We may vary these terms and conditions from time to time provided that such changes do not materially affect the nature and quality of the warranty provided hereunder.

### **Alternative Dispute Resolution**

Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court.

If you are not happy with how we have managed any complaint, you may want to contact the alternative dispute resolution provider we use.

You can submit a complaint to ADR Group via their website at [www.adrgroup.co.uk/](http://www.adrgroup.co.uk/) . In addition, please note that disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform.

Any dispute or claim arising out of or in connection with this contract, its subject matter or formation (including non-contractual disputes or claims) will be governed by English law.

Any dispute or claim arising out of or in connection with such Contracts or their formation (including non-contractual disputes or claims) will be subject to the non-exclusive jurisdiction of the courts of England and Wales.

### **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](mailto:GBDPO@bshg.com) and in ROI is [Data-protection-ie@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.