

## SUMMARY OF WHIRLPOOL 6 YEAR PARTS' WARRANTY

The following is a summary of the Service Agreement supplied by Whirlpool (UK) Ltd, the Provider of the FREE OF CHARGE 6 YEAR Parts Cover (including the Manufacturer's Warranty Period of 12 months). A full set of terms and conditions will be sent to you with your confirmation schedule within 60 days of purchase. This offer only applies to new appliances only, purchased from [www.whirlpool.co.uk](http://www.whirlpool.co.uk).

### WHAT SERVICES WILL BE PROVIDED?

The cost of functional parts that require replacement if your appliance breaks down up to the cost of a replacement Appliance or Current Value, whichever is less at the time of the failure. The Current Value of the new appliance is calculated by deducting 10% of the replacement cost of a similar new appliance per year outside the guarantee period. If we cannot repair your appliance we will offer you replacement appliance of the same or similar specification. If your appliance is out of the 12 month manufacturers guarantee period, we will ask you to pay a contribution towards the cost of the replacement appliance. The amount is calculated at 10% of the replacement cost per year outside the guarantee period, on an increasing scale up to a maximum of 60% of the total replacement cost.

### MAIN EXCLUSIONS

#### 1. Breakdown due to:

- a) Non-domestic use by you or your resident family;
- b) Wilful act or neglect;
- c) Damage caused by accident;
- d) Foreign objects or substances;
- e) Failure to comply with the manufacturers operating instructions;
- f) Not covered for Commercial Premise.

#### 2. Repair costs for:

- a) Consumable replacement items or accessories including but not limited to batteries, fuses, light bulbs, filters, plugs, light covers and other consumable items;
- b) Cosmetic damage (non-functional parts) which does not affect the normal use of the appliance including damage to paintwork, dents or scratches to the cabinet;
- c) Rust, corrosion or water damage including but not limited to damage caused by excessive lime in the water supply;
- d) Routine maintenance, cleaning, overhaul, modification and de-scaling;
- e) Cleaning or unblocking filters, drainage systems or soap drawers;
- f) Costs arising from any problem with the supply of electricity, gas or water;
- g) Costs arising from floods, lightning, storms, frosts or other bad weather conditions;
- h) Theft, attempted theft, malicious damage or damage caused by fire or explosion;
- i) The expense of a service call where no fault has been found with the appliance after we have inspected it;
- j) Work carried out by a repairer not authorised or approved by Whirlpool (UK) Ltd;
- k) Work required as a result of a faulty or illegal installation of the Appliance;
- l) Delivery and installation charges if a replacement takes place;

## **GENERAL CONDITIONS**

1. The 6 year warranty Period applies from the date of purchase.
2. This service will primarily be provided in the country of original purchase. However, services will be provided in all European Union countries and Switzerland on condition that the Appliance meets the local technical specifications.
3. The services are transferable with our permission. We must receive back the original certificate and full details of the transferee, a new certificate will then be delivered to the transferee.
4. The Service Agreement will be subject to the law of the country of original purchase. Nothing in this Service Agreement affects your statutory rights relating to the quality of any purchase or the way it was described; for further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.
5. If, after 60 days from purchasing your appliance, you have not received the cover documentation, you should notify us at Whirlpool Warranty Department, Domestic & General Services Ltd, Leicester House, 17 Leicester Street, Bedworth, Warwickshire, CV12 8JP.

## **CALLING FOR SERVICE**

How does the Service operate? It really could not be easier. If anything goes wrong, first carry out the simple checks detailed in your operating instructions - this will often pinpoint what is wrong and will guide you on how to proceed.

Then, if you are satisfied that you do need a home visit, call Whirlpool Service on 0844 815 8989 (Lines open Monday to Friday 8am - 8pm, Saturday 8am - 6pm, Sunday 10am - 4pm. Opening hours are subject to change. Calls cost up to 5 pence a minute from a BT landline. Mobile and other providers' costs may vary).

## **USE OF PERSONAL DATA**

Information you provide or we hold (whether or not under this Service Agreement) may be used by Domestic & General Services Limited, or by companies in the Whirlpool group to:

1. Identify you (and any other person under this Service Agreement) when receiving telephone enquiries.
2. Help administer any accounts, services and appliances provided by our group now or in the future; and
3. Keep you informed about other services and appliances offered by our group.

You can write to us and get a copy of the data held about you upon payment of a fee. If any data is incorrect you may request rectification.

## **DATA PROTECTION**

Details will be held and used by Whirlpool UK to provide customer service and for other marketing purposes. We will disclose your information to our service providers and agents for these purposes. Your details may also be used by us or carefully selected third parties, which may contact you by mail, telephone or email. If you do not wish for these third parties to receive your data or do not wish for us to use your data for other marketing purposes please tick the box provided [ ]. To help keep your details accurate we may use information we receive from our partners. To make sure we follow your instructions correctly and improve our service, we may monitor or record our communication with you. Please note that failure to provide some or all of the information requested does not affect your statutory rights, but may affect the quality of the service provided.

Whirlpool Parts Cover is administered by Domestic & General Services Limited, Registered office:  
Swan Court, 11 Worple Road, Wimbledon, London SW19 4JS. Registered in England and Wales.  
Company No. 1970780. DG01984/1211.