

# Haier Europe

## **Haier additional 3 Year Labour guarantee promotion for qualifying products purchased between 1/10/2021 to 31/01/22**

### Qualifying Products

HW80-B14636	HW80-B14876	HW100-B14979
HW80-B14636N	HW80-B14876N	HW100-B14979S
HW90-B14636	HW100-B14876N	HW120-B14979
HW90-B14636N	HW100-B14876	
HW100-B14636	HW120-B14876	
HW100-B14636N	HW120-B14876N	
HW70-B14636	HW80-B14979	
HW70 B14636N	HW80-B14979S	

### Your Haier Promotional Guarantee Terms and Conditions

Thank you for purchasing a Haier appliance which automatically comes with a 24 month call out, parts and labour guarantee.

Providing that you register your purchase with Haier at [https://www.haier-europe.com/en\\_GB/web/uk](https://www.haier-europe.com/en_GB/web/uk) within 28 days of purchase in accordance with the Haier promotion, Haier guarantees the labour for an additional 3 years and all parts for your product for 10 years from the date of purchase.

During the first five years Haier approved engineers will replace all defective parts free of charge, except for parts subject to fair wear and tear, such as interior lamps.

In years 6-10 replacement parts will be supplied free only if fitted in the UK or the Republic of Ireland by Haier and the appropriate labour charges paid (Haier Fixed Price Repairs Out of 60 Month guarantee period)

To qualify for the benefits under the guarantee, you must be able to provide proof of date of purchase with your appliance registration confirmation and the appliance must have been supplied, maintained and used in accordance with Haier instructions.

The guarantee does not cover accidental damage, loss or damage arising from the breakdown of the product.

The guarantee excludes:

1. Any faults which occur due to defective installation or misuse of the machine.
2. Repair of, or interference with, the machine by any person not authorised by the manufacturer.
3. Any parts which are fitted to the machine which are not original manufacturer's parts.
4. Non-domestic use of the machine.
5. Operation at incorrect voltage.
6. The result of using this machine for any purpose other than those described in the instruction manual.

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## Haier Service

If your machine needs servicing simply call 0333 003 8122

and you will be connected to your local service office. (Lines open: Monday to

Friday 8.30am - 5pm, Saturday 9am - 5pm, Sunday 10am - 4pm).

Haier Fixed Price Repairs (Out of 60 Month guarantee period)

The fixed price repair is inclusive of parts and labour.

Provided the parts are available at the first visit, we would aim to complete the repair on the first visit.

Once the repair is completed the repair is guaranteed for 12 months.

In the unlikely event that the appliance is beyond economical repair or cannot be repaired, you will be offered a new appliance at a reduced price inclusive of any Home delivery charges. If you prefer not to go ahead with the new appliance a Basic Call Out charge of £64.50 incl. vat will apply.

In the event that a fault cannot be identified and the appliance is functionally normally in accordance with the manufacturer's instructions, a Basic Call Out charge of £64.50 incl. vat will apply. Please ensure that you have referred to your appliance instruction manual and are following the manufacturers operating instructions before reporting a fault and booking a call out.

Please ensure a responsible adult is present when our engineer calls, otherwise, we will not carry out the repair. In this situation, an additional Basic Call Out charge of £64.50 will apply if we need to revisit the premises.

2020 Fixed Price Repair Charges (Out of 24 month guarantee period)

Products up to 10 years old £129 incl. vat inclusive of labour and free parts

Products over 10 years old £145 incl. vat inclusive labour and parts

Basic Call Out charge (Where applicable) £64.50 incl. VAT

All rates are subject to change