

Warranty Terms for 5-year Extended Warranty Promotion running from 1st April 2026 to 31st March 2027.

In these Terms and Conditions, “**We**”/” **Our**” / “**Bosch**” 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.

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

At time of going to print, these are the eligible models for the current Promotion running from 1st April 2026 to 31st March 2027, 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 8979, or go online at <https://www.bosch-home.co.uk/customer-service/warranty> for UK customers and <https://www.bosch-home.ie/customer-service/warranty> for IE customers.

List of current eligible models

Category	Model Number	Category	Model Number	Category	Model Number
Cooking	DWK67FN60B	Cooling	KIR81VFE0G	Dishcare	SPS4HMI14G
Cooking	DWK67PN61B	Cooling	KSV36VLEP	Dishcare	SPS4HMW14G
Cooking	HQA574BB3B	Cooling	KSV36VWEPG	Dishcare	SPV2HKX02G
Cooking	HQA574BS3B	Cooling	KUL22VFD0G	Dishcare	SPV4EMX17G
Cooking	PIE61ABB5E	Cooling	KUR21VFE0G	Laundry	WAN28254GB
Cooking	PIE631BB5E	Dishcare	SBH4HVX00G	Laundry	WAN28255GB
Cooling	GIN81VEE0G	Dishcare	SMD6YCX01G	Laundry	WAN28258GB
Cooling	GIV21AFE0	Dishcare	SMD6ZCX60G	Laundry	WAN28259GB
Cooling	GSN29VWEVG	Dishcare	SMD8YCX03G	Laundry	WGB256A2GB
Cooling	GSN33VWEPG	Dishcare	SMH4HTX02G	Laundry	WGB264A1GB
Cooling	GSN36VWEPG	Dishcare	SMH4HVX00G	Laundry	WGG24400GB
Cooling	GUN21VFE0G	Dishcare	SMI2HTB02G	Laundry	WGG244ZCGB
Cooling	KBN96NSE1G	Dishcare	SMI2HTS02G	Laundry	WGG254F1GB
Cooling	KFD96APEA	Dishcare	SMS26AI08G	Laundry	WGG254Z1GB
Cooling	KFF96PIEP	Dishcare	SMS26AW08G	Laundry	WGH254A0GB
Cooling	KFI96APEAG	Dishcare	SMS2HVI67G	Laundry	WGH254ARGB
Cooling	KFN96APEAG	Dishcare	SMS4EKI06G	Laundry	WGJ25400GB
Cooling	KFN96VPEAG	Dishcare	SMS4EKW06G	Laundry	WIW28302GB

Cooling	KGN33NLEBG	Dishcare	SMS4EMI06G	Laundry	WIW28502GB
Cooling	KGN33NWEBG	Dishcare	SMS4EMW06G	Laundry	WNA134U8GB
Cooling	KGN34NLEAG	Dishcare	SMS6TCI02G	Laundry	WNA144V9GB
Cooling	KGN34NWEAG	Dishcare	SMS6ZCI10G	Laundry	WNC25410GB
Cooling	KGN362LDFG	Dishcare	SMS6ZCW10G	Laundry	WNC254ARGB
Cooling	KGN362WDFG	Dishcare	SMV2HTX02G	Laundry	WNG25401GB
Cooling	KGN36NWEAG	Dishcare	SMV4EAX23G	Laundry	WNG254R1GB
Cooling	KGN392LAGG	Dishcare	SMV4ECX23G	Laundry	WQG24500GB
Cooling	KGN392LBFG	Dishcare	SMV4HTX00G	Laundry	WQG24502GB
Cooling	KGN392LDFG	Dishcare	SMV4HVX00G	Laundry	WQG245R1GB
Cooling	KGN392LEBG	Dishcare	SMV6ZCX10G	Laundry	WQG245R2GB
Cooling	KGN392WDFG	Dishcare	SPS2IKW01G	Laundry	WQH246D9GB
Cooling	KGN392WEBG	Dishcare	SPS4HMI49G	Laundry	WQH246DRGB
Cooling	KGN39AWCTG	Dishcare	SPS4HMW49G	Laundry	WQH246DRIE
Cooling	KGN39OCAFG	Dishcare	SPV2HKX42G	Laundry	WRB247C9GB
Cooling	KGN492LDFG	Dishcare	SPV4EMX25G	Laundry	WTH85224GB
Cooling	KGN86VIEAG	Dishcare	SBH4HVX14G	Laundry	WTH85225GB
Cooling	KIN85NFE0G	Dishcare	SMD6YCX02G	Laundry	WTH85225IE
Cooling	KIN85NSE0G	Dishcare	SMD6ZCX61G	Laundry	WTH85226GB
Cooling	KIN86NFE0G	Dishcare	SMD8YCX04G	Floorcare	BBS1041GGB
Cooling	KIN86NSE0G	Dishcare	SMH4HTX11G	Floorcare	BBS611GB
Cooling	KIN86VFE0G	Dishcare	SMH4HVX14G	Floorcare	BBS931WGB
Cooling	KIN86VSE0G	Dishcare	SMI2HTS06G	Floorcare	BCS1051GB
Cooling	KIN96NSE0G	Dishcare	SMS2HVI06G	Floorcare	BCS612GB
Cooling	KIN96VFD0	Dishcare	SMS2HVW06G	Floorcare	BCS612LGB
Cooling	KIN96VFD0G	Dishcare	SMS2HVW67G	Floorcare	BCS711GB
Cooling	KIR21NSE0	Dishcare	SMS2ITI67G	Floorcare	BCS712BGB
Cooling	KIR41NSE0G	Dishcare	SMS2ITW67G	Floorcare	BCS712GB
Cooling	KIR81ADD0G	Dishcare	SMV2ITX55G	Floorcare	BCS932BGB
Cooling	KIR81NSE0G				

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, Bosch 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 Bosch 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 Bosch Customer Service team in any of the following ways so that we can support a claim under warranty:
 - a. Phone us on 0344 892 7989
 - b. Send us an e-mail at COG-CallBooking@bshg.com
 - c. Use our 24-hour online visit booking tool at:
<https://www.Boschhome.co.uk/customer-service/repair-service>

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.

These terms are governed by English and Welsh law and wherever you live you can bring claims against us in the English and Welsh courts. If you live outside of the United Kingdom, 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.

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