

5 YEAR WARRANTY TERMS AND CONDITIONS

DEFINITION

Your 5 year warranty covers repair following a mechanical or electrical fault which stops the equipment working properly. The provision of this plan does not affect your consumer rights, for advice in relation to this please contact the Citizens Advice Bureau. This plan is governed by English law unless we have agreed otherwise with you.

CONDITIONS OF COVER:

1. The validity period of your warranty is for 5 years from the date of purchase of your appliance and is conditional upon registration of the warranty via <https://help.smeguk.com/app/warranties/register>.
2. All registrations for the 5 year warranty must be completed online together with electronic proof of purchase within **90 days of the date of purchase**. Information on how to register is below.
 - i. We recommend you register your warranty as soon as possible so that in the unlikely event we need to contact you about an appliance you own, we can locate your contact details easily.
3. The first 2 years of policy are covered by the standard warranty, years 3,4 and 5 are covered as an extension. Failure to activate the 3 year extension via warranty registration within 90 days of purchase will default to a standard 2 year warranty.
4. During the entire period of cover, you must be able to provide proof of purchase when requested by Smeg UK or one of its agents. We will require this to validate the warranty should you need to make a claim as we may not retain the proof of purchase at point of registration for the full warranty period.
5. This offer is available only for the specific models detailed on the relevant point of sale material.
6. The qualifying models must only be purchased in the UK or Ireland & must remain in the UK or Ireland for the duration of the warranty period.
7. This offer applies to new appliances only, purchased via approved Smeg stockists and does not apply to appliances purchased second hand or through non-Smeg approved retailers or through private sales, or purchases made via a 'graded' appliance retailer.
8. The 5 year warranty is offered exclusively to the recipient at point of purchase.
 - i. Please note, if you sell your appliance during its warranty period this agreement of cover is not transferable to the new owner.
9. The consumer loses the right to claim under warranty if the perceived fault is not reported within 2 months of its discovery.
10. We reserve the right to repair an appliance via one of our trusted Smeg-Approved engineers within a reasonable timeframe before a replacement will be considered. This is in line with our environmental commitments and values. Should you wish to check your consumer rights in relation to this you can do so by contacting the Citizens Advice Bureau.
 - i. Where a replacement is agreed, the replacement provided will continue under the original warranty commencing on original date of purchase and does not attract a new warranty.
 - ii. In the event a like for like replacement is no longer manufactured, we will endeavour to provide a similar model. We will not consider costs of reimbursement if a different model is accepted. We may offer an upgraded model subject to additional charge at our discretion.
11. After the period of warranty has expired, the costs of any repair and / or replacement of components will be the responsibility of the consumer. We advise you to contact Smeg-authorized Service Engineers via <https://www.smeg-service.co.uk/find-a-smeg-engineer>.
12. Exceptions to cover:
 - Costs arising from you failing to follow the manufacturer's instructions, including installation & routine maintenance. You can access our user guides by following this link & entering the model number to download a guide - <https://www.smeguk.com/info/download-manuals> .
 - Costs for adjustments to installation such as door reversal, décor door fitting / removal, etc.
 - Costs covered by any other guarantee or warranty provided by other suppliers or repairers.
 - Costs for repairs carried out with non-original spare parts and /or by non-Smeg-approved engineers.
 - Costs arising from you using your equipment in a non-domestic or commercial environment.
 - Accidental damage, theft, attempted theft, malicious damage, damage, or failure caused by fire or explosion.
 - Damage or failure caused by floods, lightning, storms, frost, or other bad weather conditions.

- Costs arising from any problems with the supply of electricity or gas.
- Costs if no fault is found with your equipment, including engineer call out charge.
- Routine maintenance, cleaning and servicing.
- Labour charges for work outside the repairer's normal working hours.
- Costs arising from not being able to use your equipment or from damage caused when the equipment breaks down.
- Costs related to:
 - i. Loss of earnings to allow Smeg UK or their agent access to your property.
 - ii. Arranging access to your property or the appliance for Smeg UK or their agent.
- Cosmetic damage on the appliance such as dents, scratches, or rust.
- The cost of replacing any item or accessory that is intended to be replaceable. These items include accessories, fuses, batteries, light bulbs, fluorescent tubes and related starters, filters, seals, and attachments.
- Cost due to rust, corrosion, or water damage.
- Cables, plugs, light covers, rain covers or parts which are deemed consumable and need to be replaced by the user periodically.

Please note: This warranty is in addition to your statutory and other legal rights. Engineer visits are normally made between 8.30 am and 5.30 pm Mon-Fri. In the unlikely event of your Smeg appliance requiring technical support during your warranty period please contact the Smeg Service team on 0344 557 9907, selecting option 1. The service team are available Monday to Friday 8.30am – 6pm, Weekends 9am -1pm (excluding UK public holidays). You can also request product support online: <https://help.smeguk.com/app/ask>

Registering your warranty: *For ease of reference, you may wish to register your warranty online, you can do this by visiting <https://help.smeguk.com/app/warranties/register>*

- i. *If 28 days from submitting your online warranty application you have not received confirmation of cover via email, please notify the Smeg UK Customer Service team by calling 0344 557 9907 and selecting option 1. If you are in the Republic of Ireland, please call 0044 344 5579907 and select option 1.*
- ii. *If you wish to register your warranty but do not have internet access, or are experiencing difficulties completing our online form, please contact our Customer Service team as above, who will be happy to assist over the phone.*