

WARRANTY TERMS AND CONDITIONS

Warranty Classification

The **Liebherr Refrigerator ("Refrigerator")** manufactured by Liebherr Appliances India Private Limited ("**LIEBHERR**") comes with a **TEN years warranty on compressor** and a **ONE year warranty on all other parts except LED, glass, add-on plastic parts and accessories**. Warranty will be applicable only against defective material or workmanship & will be effective from date of purchase. In case of any such defect found during the first year from the date of purchase, LIEBHERR will undertake repairs to the warranted part free of charge, subject to the terms & conditions below. In the warranty period beyond the first year from the date of purchase, only the Compressor will be provided free of cost and any other part(s) can be repaired or replaced on payment of applicable charges. Warranty is confined to the first purchase of the Refrigerator only & is non-transferable.

The maximum liability of LIEBHERR through this warranty is limited to the Refrigerator purchase value/MRP (whichever is lower).

The warranty is exclusive and in lieu of any other warranty whether statutory, expressed or implied.

Instructions for the Customer

- 1. To avail the warranty, Refrigerator needs to be registered with LIEBHERR Customer care. Customer needs to call on 7038-100-400 for Refrigerator registration & installation. The necessary purchase invoice/purchase receipt needs to be produced by the Customer at the time of claiming the warranty.**
2. Free installation or demo of the Refrigerator (Only for selected models), if applicable, can be availed only once and within 6 months from the date of purchase. In case of installation, any additional material required over and above the standard installation kit shall be on chargeable basis.
3. Earthing provision is necessary for personal safety & proper working of the Refrigerator. Please check earthing through certified electrician before switching ON the Refrigerator.
4. The Refrigerator must be maintained to ensure hygiene. If there are any insects, rodents in it causing obstruction to the functioning of the Refrigerator, LIEBHERR shall not be responsible & in turn, warranty stands terminated.
5. Any extended/additional warranty offered by LIEBHERR has to be supported by relevant proofs.
6. Usage not as per Instruction Manual shall be beyond the scope of warranty.

Note: At times you may face some issues related with water seepage from the back of the Refrigerator. This is due to improper defrosting, water evaporation or improper drain. This can be corrected by draining the excess water and by defrosting the refrigerator as mentioned in the Instruction Manual or you can contact LIEBHERR Customer care, who can guide you through the process. This will not be treated as a defect in the Refrigerator.

Terms

1. The Refrigerator has to be purchased from an Authorized LIEBHERR Sales Dealer in India only.
2. Warranty can be claimed only if the repair was carried out by the LIEBHERR Authorized Service Partner.
3. LIEBHERR shall not be liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the Refrigerator.
4. Warranty shall entitle the customer only for repair or replacement of the Refrigerator/component and not for costs of installation, removal or damage to customer's property or other liabilities including any remote or consequential damages. LIEBHERR shall decide to repair or replace a Product at its sole discretion considering the extent of damage to a Refrigerator/ component.
5. In the event of any unforeseen circumstance, and spares not being available LIEBHERR's prevailing depreciation rules will be binding on the Customer, and same shall be considered as a commercial solution in lieu of repairs.

6. Complaints related to printability, compatibility with external accessories shall not be considered as defect in Refrigerator and are not covered under warranty.

Conditions

1. The defective parts/Refrigerators which were replaced by LIEBHERR under this warranty shall be the property of LIEBHERR.
2. In case of a defective accessory, only the accessory will be repaired or replaced.
3. In case of repairs or replacement of any part/s of the Refrigerator, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. In particular, any performance of services subject to this warranty will not extend or renew the warranty period.
4. Expenses in relation to transportation and handling while repairing shall be borne by the Customer.
5. LIEBHERR shall not be liable for any losses or consequential losses due to Refrigerator failure or the installed software.
6. The Customer shall bear the necessary costs for any repairs of Sealed System gas charging after one year from the date of Purchase.
7. LIEBHERR shall strive but not be obligated to repair the Refrigerator at the earliest.
8. In case, the Refrigerator is used beyond the municipal limits of the jurisdiction of the authorized Customer Service Centre, charges incurred towards technician's visit will be borne by the Customer.
9. Refrigerator Warranty shall be Null &Void in below cases:
 - a. Installation/Repairs carried by any agency other than Liebherr Authorized Service Partner.
 - b. Refrigerator Serial number is removed, defaced or altered.
 - c. Improper ventilation, improper voltage, use of external material, normal wear & tear
 - d. Site (premises where the Refrigerator is kept/Installed) conditions that do not conform to the recommended operations of the Refrigerator. Negligence/omission of the Customer on account of periodic maintenance(s)/periodic servicing as mentioned in the Instruction Manual of the Refrigerator.
 - e. Exposure to moisture/dampness/extreme thermal or environmental conditions or rapid changes in such conditions/corrosions/oxidations/spillage of food/liquid/influence of chemical substances.
 - f. Defects due to causes beyond control like lightning, abnormal voltage, spikes, external sources or cables, fire, water logging, natural calamities, commotion, riots, theft, anti-social actions, acts of God.
 - g. Defects caused by abuse, misuse, accident, casualty, alteration, negligence, tampering to parts, use on current or voltages other than those specified by Liebherr India, or application or installation not in accordance with published instruction manuals.
 - h. The Refrigerator is being used for commercial purpose OR if the Refrigerator has been used excessively and beyond reasonable usage as permitted within the Refrigerator Instruction Manual.
 - i. In any Circumstances, warranty will not be applicable if Refrigerator is operated outside of India.

Jurisdiction

1. All disputes arising out of this warranty are subject to **Aurangabad, Maharashtra jurisdiction** only.

Product Details & Serial No. : _____

Model No. : _____ **Date of Purchase:** _____

Customer Name: _____ **Contact No. :** _____

Customer Address: _____