LIEBHERR

10-Year Liebherr Guarantee Conditions

Liebherr-Great Britain Ltd., Stratton Business Park, Normandy Lane, SG18 8QB Biggleswade, GB (Liebherr) shall provide the owner of a Liebherr Household Appliance (hereinafter collectively referred to as 'Appliances') with a voluntary 10-year Liebherr guarantee in accordance with the following conditions (hereinafter referred to as the 'Liebherr Guarantee'). This Liebherr Guarantee applies in addition to the statutory rights to which the purchaser is entitled vis-à-vis the seller of the Appliance in case of defects (liability for defects, warranty), which the purchaser can claim free of charge, and does not restrict these rights. Likewise, it does not limit other warranties from Liebherr or third parties.

I. Scope

The Liebherr Guarantee applies to promotional Appliances installed in the United Kingdom and for private use that were purchased within the promotional period from 10 November 2024 to 10 December 2024, or from 01 June 2025 to 31 July 2025.

II. Guarantor

The guarantor is Liebherr-Great Britain Ltd., Stratton Business Park, Normandy Lane, SG18 8QB Biggleswade, GB.

III. Duration and start of the Liebherr Guarantee

1. The Liebherr Guarantee shall be granted for a period of 10 years (guarantee period).
2. The guarantee period begins with the handover of the Appliance to the purchaser who purchased the Appliance for the purpose of first-time use.
3. The guarantee period shall neither be renewed nor extended by a service under the guarantee.

IV. Conditions of the Liebherr Guarantee and enforcement

Liebherr shall provide the Liebherr Guarantee if the following conditions are demonstrably jointly met:

1. The Appliance was purchased for the first time from Liebherr or a seller authorised by Liebherr who is an entrepreneur within the scope of the Liebherr Guarantee.
2. The Appliance is installed within the scope of the Liebherr Guarantee.
3. The Appliance was registered via the Liebherr SmartDevice App or via the registration website under www.liebherr.com, on or before 31 December 2025 if purchased in 2024, on or before 31 July 2026 if purchased in 2025 (limitation period). Proof of a qualifying purchase must be presented to Liebherr customer service personnel before any work is undertaken. Failure to provide proof of purchase may result in the guarantee being invalidated.
4. The proof of purchase for the Appliance in accordance with IV. 3. must be presented to the Liebherr customer service personnel, prior to a booking being made.
5. The Liebherr Guarantee is not transferable to another Appliance with the exception of the case described in V 3.

V. Content and scope of the Liebherr Guarantee

1. The Liebherr customer service department or an authorised Liebherr customer service centre shall rectify any defects in the Appliance which occur during the guarantee period which are demonstrably due to material or manufacturing defects free of charge and shall bear the associated costs, in particular, labour and travel costs as well as any additional repair materials required. If there is a defect in parts of the interior fittings, handles or covering panels, Liebherr reserves the right to send the owner the corresponding spare parts for self-assembly free of charge.
2. The Liebherr Guarantee does not grant any claims against Liebherr over and above this rectification of defects.
3. If the repair is uneconomical or impossible, the owner shall receive an identical or comparable new Appliance (hereinafter referred to as the 'Replacement Appliance') in return for their defective Appliance. If the Appliance is replaced by Liebherr under the Liebherr Guarantee, the remaining warranty period of the Liebherr Guarantee shall be transferred to the Replacement Appliance.

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VI. Exclusion and expiry of the Liebherr Guarantee

1. The Liebherr Guarantee does not include faults or defects in the Appliance which are attributable to the following:

a. non-observance of the operating and/or assembly instructions, incorrect installation and/or incorrect connection, improper use, improper operation or stress as well as wear and tear;

b. external influences, such as transit damage, damage caused by impact or shock, damage caused by the weather or other natural phenomena;

c. repairs and modifications which have not been carried out by the Liebherr customer service department or an authorised Liebherr customer service centre.

2. The Liebherr Guarantee also does not include defects in door seals, including permanently attached parts such as covers and doors, insofar as their defectiveness is due to a fault in the door seal, as well as light sources and age-related visual defects, or consumables, such as air filters and water filters.

3. The Liebherr Guarantee shall expire if the type plate or the Appliance number has been removed, tampered with or made illegible, regardless of by whom, or if parts of third- party origin, in particular spare parts that do not originate from Liebherr or are not suitable for use in or on the Appliance, have been installed or attached to the Appliance.

VII. Statute of limitations

Claims under the Liebherr Guarantee due to a defect asserted within the guarantee period shall become statute-barred in 6 months. The limitation period begins with the discovery of the defect.

VIII. Contact details in the event of a guarantee claim

In the event of a guarantee claim, please contact by phone or email:

Liebherr-Great Britain Ltd.
Stratton Business Park
Normandy Lane
SG18 8QB Biggleswade
Great Britain
Tel.: 03330 147 888 (option 3)
Email: LGB.refrigeration@liebherr.com