

Liebherr Guarantee Terms and Conditions – Republic of Ireland

N.A.A Appliances Ltd., Crosslands Business Park, Lower Ballymount Road, Dublin 12, D12 E292 (NAA) provides the owner of this Liebherr refrigerator and/or freezer (appliance) with a guarantee in accordance with the following conditions (Liebherr Guarantee) This Liebherr Guarantee is in addition to and does not limit the statutory rights of the buyer against the seller of the appliance (liability for defects/warranty).

I. Scope of Application

The Liebherr Guarantee applies to appliances installed in the Republic of Ireland.

II. Guarantor

N.A.A Appliances Ltd., Crosslands Business Park, Lower Ballymount Road, Dublin 12, D12 E292.

III. Duration and beginning of the Liebherr Guarantee

1. The Liebherr Guarantee is granted for a period of 24 months (guarantee period).
2. The guarantee period begins when the appliance is handed over to the buyer who purchased the appliance for the purpose of initial operation.
3. Performance under the Liebherr Guarantee neither renews nor extends the guarantee period, with the exception of the case described in IV 6.

IV. Preconditions for the Liebherr Guarantee

NAA shall provide the Liebherr Guarantee if the following conditions are verifiably met:

1. The appliance was purchased for the first time from NAA or a NAA authorised seller who is an entrepreneur within the scope of application of the Liebherr Guarantee.
2. The appliance is installed within the scope of application of the Liebherr Guarantee.
3. The appliance is registered with NAA within 60 days of purchase.
4. The proof of purchase is presented to the NAA service personnel.
5. The Liebherr Guarantee is not transferable to another appliance, with the exception of the case described in V.3.
6. For appliances purchased on after 31 July 2026, in the event of a repair under this guarantee, the guarantee period shall be extended by one year.

V. Content and scope of the Liebherr Guarantee

1. Defects that occur on the appliance during the guarantee period and that are verifiably due to material or manufacturing defects will be remedied free of charge by NAA customer service or by the authorised NAA customer service centre. In the event of a defect in parts of the interior fittings as well as handles and/or cover panels, NAA reserves the right to send to the owner the relevant spare parts free of charge for self-assembly.
2. The Liebherr Guarantee does not cover any claims against NAA beyond the remedying of defects. In particular, NAA shall not be liable for consequential damages (including but not limited to loss of goods, loss of use or any special, indirect or pure economic loss, costs, damages, charges or expenses).

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3. If the repair is uneconomical or impossible, the owner will receive an identical or comparable new appliance (replacement appliance) against delivery of his defective appliance. In this case, the remaining guarantee period of the Liebherr Guarantee is transferred to the replacement appliance.
4. The owner must allow that what he receives from the seller due to the assertion of his legal rights (liability for defects/warranty) is credited towards a performance under the Liebherr Guarantee.

V. Exclusion and expiration of the Liebherr Guarantee

1. Excluded from the Liebherr Guarantee are flaws or defects of the appliance that are attributable to:
 - a) Non-compliance with safety regulations and/or the manufacturer's installation, operation and/or maintenance instructions.
 - b) Damage resulting from faulty positioning and/or installation, improper use or neglect.
 - c) Damage resulting from external influences and/or any act of God and/or transportation.
 - d) Fitting of non-approved spare parts and/or repairs carried out by parties other than authorised agents of NAA.
 - e) Damage to general replacement parts subject to wear and tear e.g. light bulbs or other luminaries, filters, or door seals.
 - f) Cosmetic blemishes e.g. dents and scratches.
 - g) Accidental damage.
2. Additionally to VI. 1 with respect to appliances for commercial food service the Liebherr Guarantee is not applicable in case of damage to the door gasket if the condenser is not cleaned periodically.
3. Additionally to VI.1 with respect to appliances for medical purposes the Liebherr Guarantee is not applicable in case of the non-use of calibrated independent monitoring systems when storing high value and/or irreplaceable products.
2. The Liebherr Guarantee is void if, regardless of who has done so, the tool identification plate or appliance number has been removed, manipulated or obliterated or if parts of foreign origin have been installed in the appliance.

VI. Limitation Period

Claims arising from the Liebherr Guarantee due to a defect asserted within the guarantee period shall become time-barred after 6 months. The limitation period begins with the discovery of the defect.

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