

1. PURCHASER'S STATUTORY RIGHTS

Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993 ("the ACT"). You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced by the seller if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits conferred under this Midea Appliances warranty are in addition to other rights and remedies available to you under the ACT (see also 8. below).

2. Midea Appliances WARRANTY

Subject to the terms and conditions herein, Midea Appliances warrants that it will repair or, at its option, replace Midea Appliances products as specified in the table where such Midea Appliances product is defective by reason of faulty workmanship or materials free of charge for parts and labour as shown in the table. (See table on reverse of this document.)

- a) If a replacement is required at a time where the same model is no longer available, then at the option of JH Appliance a model of equivalent or higher specifications will be offered as a replacement. If replacement is not commercially possible, or repair or replacement cannot be accomplished within a reasonable time, JH Appliance may at its sole option may refund the purchase price of the product with due adjustment for depreciation arising from actual use. This is in full satisfaction of its warranty obligation.
- b) Any form of unauthorised modification and/or adaptation made to the product(s) deviating from the specifications and/or the intended use of the product(s) shall void this warranty in its entirety.
- c) Any dents, scratches to paintwork and the like need to be notified to JH Appliance on the same day of delivery to qualify for a warranty replacement.
- d) The warranty period begins from the date of original purchase of the Midea Appliances product from an authorised Midea Appliances dealer.

3. CONDITIONS, This Midea Appliances Warranty

- a) Only applies:
 - i) in respect of Midea Appliances products described herein which are distributed by JH Appliance and purchased in New Zealand from an authorised Midea Appliances dealer and used in New Zealand; and
 - ii) if the said Midea Appliances products are used under normal domestic environment; and
 - iii) if the said Midea Appliances products have been installed and used in accordance with the instructions displayed on the unit or in the relevant instruction manual; and
 - iv) when proof of purchase in the form of a receipt from an authorised Midea Appliances dealer is presented when requesting Midea Appliances Warranty Service; and
 - v) when Midea Dishwashers are fitted by certified plumbers, gas hobs are fitted by certified gas fitters and electrical hobs, ovens, built-in microwave ovens with hard wire connector are connected by a certified electrician.
- b) Is void where service is undertaken by an unauthorised service centre or any tampering of any nature in respect of the said Midea Appliances products by unauthorised persons.
- c) To make a warranty claim and for service to be provided under this warranty, the owner must produce the original dated purchase receipt. It shall be the owner's obligation to pay for any repairs or service costs made in respect of the product for which the owner is unable to provide the original sales receipt.

4. SERVICE

- a) Contact your local dealer for authorised service centres.
- b) In-home service calls will be made for the following products: Washing Machines, Clothes Dryers, Refrigerators, Freezers, Dishwashers, Ovens, Cooktops, freestanding Stoves, built in Microwave Ovens and Ranges.
- c) Free in-home service calls will only be made where the owner lives within 25 kilometres of an authorised Midea Appliances service centre. A travel fee will be charged on service calls outside that area or the owner must send the product, at the owner's expense and risk, to and from the authorised Midea Appliances service centre.
- d) Save for the costs specified in this Condition 4 this warranty does not otherwise cover the cost of claiming under the warranty. All other costs and expenses incurred in claiming under the warranty, including forwarding and return freight costs, will be at the owner's expense.

5. VARIATIONS

No employees or servants of an authorised service centre of Midea Appliances has authority to add to or alter the terms of this Midea Appliances Warranty.

6. EXCLUSIONS: This Midea Appliances Warranty excludes as follow

- a) Subject to the purchaser's rights referred to herein, Midea Appliances hereby excludes and disclaims to the maximum extent permitted by law all other liability in respect of the product;
- b) **This Midea Appliances Warranty does not apply to**
 - i) Light bulbs, batteries and other accessories, control knobs and buttons, power plugs, leads, glass or plastic accessories, appearance items and cabinetry;
 - ii) Damage caused by accident, misuse or negligence, including by leaking batteries, foreign objects or substances not normally associated with the product; damage caused by scratching, chipping, staining, rust, corrosion, moisture, steam or heat from appliances; damage caused by unusual or non-traditional use, positioning or location of product.
 - iii) Failure arising from installation by a person or company not fully licensed to carry out installations; and failure arising from improper installation of the product (note warranty condition 3(a)iv). Any damage to paint work, metal framework or finished trims of the product caused by weathering, rain, hail, storm, flood, fire, salt, corrosive materials and corrosive environments. Failure arising from lack of reasonable maintenance of the dishwasher (for example regular cleaning, replacement of filters etc).
 - iv) Products repaired or tampered with by anyone other than JH Electrical or its authorised service centre;
 - v) Any faults relating to or arising from any defect in the product which was known to you (or end user) at the time of purchase including any pre-existing conditions;
 - vi) Calls to attend or requests for service in respect of any adjustment which could have been performed by the owner or arising from external power supply or other faults in any ancillary or other equipment or external interferences of any nature whatsoever;
 - vii) The expense of a service call when no fault has been found with the product;
 - viii) Products where the serial number is removed or defaced;
 - ix) Insurance of any product in transit or when in the possession of JH Electrical and Appliance Ltd or any other party;
 - x) Any circumstances which constitute an "Act of God" (e.g., earthquakes, typhoons, flash floods, etc.) or which would normally be covered by normal household insurance;
 - xi) Any loss suffered through or resulting from the non-operation or the ineffective operation of the Midea Appliances products or any part of these products;
 - xii) Failure arising from wildlife damage, power surges, connection to incorrect voltage, voltage fluctuations and external electromagnetic interference;
 - xiii) Failure to properly maintain, clean and service (including and not limited to heads, internal cavities, user accessible filters etc);
 - xiv) Failure arising from blocked pumps, drains, foreign objects/substances inside the product, incorrect or inadequate plumbing and wiring, incorrect usage of detergents, fabric softeners, washing liquids etc.;
 - xv) Correcting the installation, such as removal of transit packer, levelling the machine, adjustment of the drain to correct syphoning, noises, crossed, kinked or leaking inlet hose connections, turning on water or power supplies; and
 - xvi) In the case of washing machines, dryers and dishwashers, noise or vibration that is considered normal (spin sounds, user warning beeps etc), and water on the floor due to incorrect loading or excessive suds.
- c) If the owner is not in attendance at the address notified to JH Electrical and Appliance Ltd or its authorised service centre during normal business hours and an appointment has been made with the owner for provision of service, additional charges may be made at the prevailing rates for each service call made or attempted.
- d) Subject to Clause 1, the purchaser will be liable for any labour, parts or transportation costs incurred by Midea Appliances or its authorised service centre if after having been inspected that the alleged defect is found not to be covered by the warranty for whatever reason and not related to any defect in the Product.

7. Please note that the refund referred to in above should be affected through the proper channels.

i.e. the consumer to take up with the Supplier as defined in the ACT (likely to be the retailer selling the product to the consumer) and for the Supplier to take it up with the wholesaler/manufacturer i.e. JH Electrical and Appliance Ltd.



WARRANTY CONDITIONS

Effective from 2018

Midea Appliances products distributed in New Zealand by JH Electrical and Appliance Ltd (Company No. 6039654) ("JH Appliance")

J H Electrical and Appliances is the authorised agent appointed by Midea Appliances.

In the event of a warranty claim, you must produce your original dated purchase receipt in order for service to be provided under this warranty.

J H Electrical and Appliances, 570 Mount Wellington Highway, Mount Wellington, Auckland, 1062, New Zealand

Telephone: 09 930 0902

FOR WARRANTY SERVICE EMAIL: service@jhappliance.co.nz

Midea Appliances WARRANTY (to be read in conjunction with conditions on reverse):

PRODUCT	PRODUCT DOMESTIC WARRANTY
Washing Machines – Front Load, Top Load	2 years parts and labour (in home)
Clothes Dryers	2 years parts and labour (in home)
Freezers	2 years parts and labour (in home)
Refrigerators	2 years parts and labour plus additional 8 years parts only for compressor (for specific models)
Freestanding Stove, Rangehood	2 years parts and labour (in-home)
Oven, Built In Microwave Oven, Cooktop	2 years parts and labour (in-home)
Dishwashers	2 years parts and labour (in-home)
Small Appliances, Fan/heater	1 years parts and labour (return to supplier), 2 years for DC motor fans
Free Standing Microwave Ovens	2 years parts and labour (return to supplier)
Air-Condition	5 years parts and labour (in-home)

IMPORTANT Complete and retain this section for your record of purchase.

Purchased From _____

Type of Product _____ Date of Purchase _____

Serial Number _____ Model Number _____

Installation details:

Installer Name _____ Reg. No _____ Company _____ Phone _____

Electrician Name _____ Reg. No _____ Company _____ Phone _____

Plumber Name _____ Reg. No _____ Company _____ Phone _____