

Terms of KitchenAid Guarantee ("Guarantee") covering

U.K. - Ireland - South Africa - UAE

KitchenAid Europa, Inc., Nijverheidslaan 3, Box 5, 1853 Strombeek-Bever, Belgium ("**Guarantor**") grants the end-customer, who is a consumer, a Guarantee pursuant to the following terms.

FOR U.K.:

The Guarantee applies in addition to and does not limit or affect the statutory warranty rights of the end-customer against the seller of the product. In summary, the Consumer Rights Act 2015 says products must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product your legal rights entitle you to the following:

- Up to 30 days: if your product is faulty, then you can get an immediate refund.
- Up to six months: if your product can't be repaired or replaced, then you're entitled to a full refund, in most cases.
- Up to six years: if your product does not last a reasonable length of time you may be entitled to some money back.

These rights are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

FOR IRELAND:

The Guarantee applies in addition to and does not limit or affect the statutory warranty rights of the end-customer against the seller of the product under the European Communities (Certain Aspects of the Sale of Consumer Goods and Associated Guarantees Regulations 2003 (S.I. No. 11/2003)) and other enactments governing the sale of consumer goods.

FOR SOUTH AFRICA:

The Guarantee applies in addition to and does not limit or affect the statutory warranty rights of the end-customer against the seller of the product. In summary, the Consumer Protection Act, 2008 says that products must be: (i) reasonably suitable for the purpose for which they are intended; (ii) in good working order, of good quality and free of any defects; (iii) useable and durable for a reasonable period of time, having regard to the use to which they would normally be put and to all the surrounding circumstances; and (iv) in compliance with any applicable standards or any other public regulations.

During the expected lifespan of your product and where the products are not purchased online, your legal rights will entitle you to the following:

- You will be entitled to a full refund, if you did not have the opportunity to examine the product before delivery and if you rejected delivery of the product on the basis that the type and quality of the product was not as reasonably expected or did not reasonably conform to the material specifications.
- Within 5 business days after delivery: you may rescind your purchase and request a refund, if your purchase resulted from direct marketing.
- Within 10 business days after delivery: you will be entitled to a full refund, if it is found that the product was unsuitable for a particular purpose specifically communicated to you by the Guarantor.

- Within 15 business days after delivery: you will be entitled to a refund if: (i) the product was not delivered to you; or (ii) if you returned the product to the Guarantor.
- Within 6 months after delivery: you will be entitled to a refund or a replacement product, if the product is defective or fails to operate in terms of its specifications.

Where you have purchased a product online your legal rights will be governed by the Electronic Communications and Transactions Act, 2002 and you will be entitled to the following:

- Within 7 days after conclusion of the transaction or after delivery: you may cancel your purchase without reason and without penalty.
- Within 30 days of the date of cancellation of the transaction: you will be entitled to receive a refund, if you have already made payment.
- You will only be liable for the direct costs of returning the product to the Guarantor.

FOR UAE:

The Guarantee applies in addition to and does not limit or affect the statutory warranty rights of the end-customer against the seller of the product.

1) SCOPE AND TERMS OF THE GUARANTEE

- a) The Guarantor grants the Guarantee for the products mentioned under Section 1.b) which a consumer has purchased from a seller or a company of the KitchenAid-Group within the following countries: U.K., Ireland, or South Africa, or the United Arab Emirates (UAE).
- b) The Guarantee period depends on the purchased product and is as follows:
 - Stand mixer 3.3L models (5KSM3311X): 5 years Guarantee
 - Stand Mixer 3.3L models (5KSM3310X): 2 years Guarantee
 - Stand mixer 4.8L models (5KSM125, 5KSM150PS, 5KSM156, 5KSM175PS, 5KSM185PS, 5KSM180): 5 years Guarantee
 - Stand mixer 4.8L models (5K45SS, 5KSM45, 5KSM95, 5KPM5): 2 years Guarantee
 - Stand mixer 6.9L model (5KSM7580X): 5 years Guarantee
 - Stand mixer 6.9L model (5KSM7591X): 2 year Guarantee
 - Stand mixer 6.9L models (5KSM7990X): 1 year Guarantee
 - Blender models (5KSB5553): 3 years Guarantee
 - Blender models (5KSB1585, 5KSB5075, 5KSB1565): 2 years Guarantee
 - Blender models (5KSB5080): 7 years Guarantee
 - Blender models (5KSB8270, 5KSB7068, 5KSB6060): 10 years Guarantee
 - Blender models (5KSB4026, 5KSB4034, 5KSB4054): 5 years Guarantee
 - Blender model (5KSCB1B0) : 1 year Guarantee
 - Food processor models (5KFP0925, 5KFP1335, 5KFP1644): 3 years Guarantee
 - Food processor models (5KFP0919, 5KFP0719, 5KFC0516): 2 years Guarantee
 - Food processor models (5KFP1325): 2 years Guarantee
 - Food chopper models (5KFC3515, 5KFC3516): 2 years Guarantee
 - Cook processor models (5KCF0103, 5KCF0104): 3 years Guarantee
 - Multi-cooker models (5KMC4241, 5KMC4244, 5KST4054): 2 years Guarantee
 - Hand blender models (5KHB3581, 5KHB3583): 3 years Guarantee

- Hand blender models (5KHB2571, 5KHB2570, 5KHB2531, 5KHB1231): 2 years Guarantee
 - Hand blender models (5KHBC212, 5KHBC414): 2 years Guarantee
 - Hand mixer models (5KHM9212, 5KHM5110): 2 years Guarantee
 - Toaster models (5KMT2204, 5KMT4205): 5 years Guarantee
 - Toaster models (5KMT221, 5KMT2116, 5KMT4116, 5KMT2115, 5KMT3115, 5KMT5115): 2 years Guarantee
 - Kettle models (5KEK1522): 3 years Guarantee
 - Kettle models (5KEK1222, 5KEK1722, 5KEK1322SS, 5KEK1565, 5KEK1032SS): 2 years Guarantee
 - Juicer models (5KVJ0111): 5 years Guarantee
 - Juicer models (5KVJ0332, 5KVJ0333): 2 years Guarantee
 - Coffee maker models (5KES0503, 5KES0504, 5KCM0812, 5KCM0512): 2 years Guarantee
 - Coffee maker models (5KCG0702, 5KCM0402, 5KCM0802, 5KCM1204, 5KCM1208, 5KCM1209): 2 years Guarantee
 - Coffee maker models (5KES2102): 3 years Guarantee
 - Cold brew coffee maker model (5KCM4212SX) : 2 years Guarantee
 - Digital scale Jar model (KCG0799SX) : 2 years Guarantee
 - Beverage maker models (5KSS1121): 2 years Guarantee
 - Ceramic Bowls for Stand mixers 5KSM2CB5 : 5 years Guarantee
- Optional stand mixer, blender, toaster, food processor, Cook Processor and hand blender accessories: 2 years Guarantee.
- c) The Guarantee period commences on the date of purchase, i.e. the date on which a consumer purchased the product from a dealer or a company of the KitchenAid-Group.
- d) The Guarantee covers the defect-free nature of the product.
- e) The Guarantor shall provide the consumer with the following services under this Guarantee, at the choice of the Guarantor, if a defect occurs during the Guarantee period:
- Repair of the defective product or product part, or
 - Replacement of the defective product or product part. If a product is no longer available, the Guarantor is entitled to exchange the product for a product of equal or higher value.
- f) If the consumer wishes to make a claim under the Guarantee, the consumer has to contact the country specific KitchenAid service centres or the Guarantor directly at KitchenAid Europa, Inc. Nijverheidslaan 3, Box 5, 1853 Strombeek-Bever, Belgium;

Email-Address U.K.: CONSUMERCARE.UK@kitchenaid.eu

Email-Address IRELAND: CONSUMERCARE.IE@kitchenaid.eu

Toll Free Number U.K. & IRELAND: 00 800 381 040 26

FOR SOUTH-AFRICA:

Our local KitchenAid Distributor:

KITCHENAID AFRICA

PO Box 52102
V&A Waterfront
Cape Town
8002

Contact our distributor:

Telephone: +27 21 555 0700

You can contact our Customer Service Centre for Small Domestic Appliances from 8.30 am to 5.00 pm or write to us at the following address:

hello@kitchenaidafrica.com

FOR UAE:

AL GHANDI ELECTRONICS.

POST BOX NO. 9098,

DUBAI, UNITED ARAB EMIRATES

Toll free number: +971 4 2570007

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The costs of repair, including spare parts, and any postage costs (if applicable) for the delivery of a defect-free product or product part shall be borne by the Guarantor. The Guarantor shall also bear the postage costs for returning the defective product or product part if the Guarantor or the country specific KitchenAid customer service centre requested the return of the defective product or product part. However, the consumer shall bear the costs of appropriate packaging for the return of the defective product or product part.

h) To be able to make a claim under the Guarantee, the consumer must present the receipt or invoice of the purchase of the product.

2) LIMITATIONS OF THE GUARANTEE

- a) **The Guarantee applies only to products used for private purposes and not for professional or commercial purposes.**
- b) **The Guarantee does not apply in the case of normal wear and tear, improper or abusive use, failure to follow the instructions for use, use of the product at the wrong electrical voltage, installation and operation in violation of the applicable electrical regulations, and use of force (e.g. blows).**
- c) **The Guarantee does not apply if the product has been modified or converted, e.g. conversions from 120 V products to 220-240 V products.**
- d) **The provision of Guarantee services does not extend the Guarantee period, nor does it initiate the commencement of a new Guarantee period. The Guarantee period for installed spare parts ends with the Guarantee period for the entire product.**

e) **FOR SOUTH-AFRICA & UAE ONLY:**

Further or other claims, in particular claims for damages, are excluded unless liability is mandatory by law.

After expiry of the Guarantee period or for products for which the Guarantee does not apply, the KitchenAid customer service centres are still available to the end-customer for questions and information.

Further information is also available on our websites:

- For U.K. & Ireland www.kitchenaid.eu
- For South-Africa: www.kitchenaidafrica.com
- For UAE: www.KitchenAid-MEA.com