

1. Warranty Period

- a. Subject to the conditions below, this appliance is warranted by Hisense and/or its Agents to be free of defects in materials and workmanship for a period of 60 months (5 years) from the date of purchase, under normal domestic usage, by the original owner within the UK.

2. Product Identification

- a. Hisense reserves the right to reject claims for any services/work where the customer requesting such services/work from Hisense and/or its agents cannot produce for verification the product serial number and proof of purchase from the original sale.
- b. The warranty will be void if the Serial Number sticker on the equipment is damaged so as to be illegible, modified or removed.
- c. In the event that a request for repair is made against the warranty where the Serial Number sticker is not attached to the product or the customer cannot produce their original proof of purchase, the agents will not affect a repair and the customer will be charged a call-out fee.

3. Warranty Conditions

- a. This warranty applies to new product purchased for domestic use in the UK.
- b. This warranty only covers the cost of parts and labour, provided by Hisense or their nominated agents, to repair any manufacturing defects arising from normal domestic usage within the warranty period.
- c. This warranty is non-transferrable.
- d. This warranty is void if there has been any unauthorised access to the components or software of the product.
- e. Hisense or its authorised service agents will at their discretion and without charge, repair or replace the defective parts or components. Any parts replaced under this warranty shall become the property of Hisense UK.
- f. Customers are required to present their purchase invoice/receipt for free warranty service. If this is unavailable Hisense or its agents reserve the right to decline any warranty claim/service.
- g. Hisense accepts no liability for loss, damage or theft of product as a result of freight, transport or storage.
- h. The owner of the product is responsible for making the appliance accessible for repair. Additional charges will apply if the appliance requires special equipment or additional work to uninstall. Hisense or their agents may refuse to complete warranty repairs until the appliance is moved to a safe and accessible area.

4. What is not covered by this warranty (excluded) :

- a. Defects caused by attack of animals or pests, fire, lightening, natural disaster, flood, pollution, riots, accidents, connection to unstable power supplies, voltage/current fluctuation, dirt, corrosion, salt build-up, or resulting from excessive use (not "fair wear and tear")
- b. Any damage or failing due to tampering, altering, or repair by an unauthorised person.
- c. Damage caused by improper testing, demonstration, maintenance, installation, adjustment or alteration of any kind.
- d. Product damage or failure as a result of siting or positioning, such as where there is not provision for adequate ventilation, or the product is subject to excessively dusty environments.
- e. Damage caused by misuse, impact or use of excessive force.
- f. Consumables such as, but not limited to, light bulbs, glass shelves and plastic removable parts