

Product Guarantee - Terms & Conditions

Liebherr-branded appliances purchased new and unused in Singapore (“**Product**”) are covered by a fully inclusive parts and labour guarantee (“**Product Guarantee**”) by Liebherr-Singapore Pte. Ltd. (“**Liebherr**”) for defects in materials and workmanship subject to the following Product Guarantee Terms & Conditions.

1. This Product Guarantee is effective for the period of 24 months from the date of first purchase invoice by the first end-user (“**Guarantee Period**”).
2. Any performance of services pursuant to this Product Guarantee will not extend or renew the above Guarantee Period.
3. The Product must have been purchased new and unused from an authorised commercial retailer of Liebherr in Singapore.
4. The Product has to be used and situated in Singapore at all times from the date of first purchase by the end-user.
5. This Product Guarantee is non transferrable.
6. The Product must be exclusively used for normal day to day domestic purposes only and not for any commercial food service or medical purposes.
7. During the above Guarantee Period, Liebherr will at Liebherr’s sole discretion repair or replace, free of charge, any Product with defects in material and workmanship already existing at the date of purchase. This Product Guarantee will remain in force for the remaining duration of the above Guarantee Period.
8. At Liebherr’s sole discretion, if an appliance is beyond economical repair, Liebherr reserves the right to provide the end user with a new Product of equivalent specification in exchange for the defective Product. The remaining duration of the above Guarantee Period will be transferred to the replacement Product.
9. This Product Guarantee is in addition to any statutory and other legal rights of the end user in Singapore.
10. This Product Guarantee shall not apply where the type plate and/or device number of a Product is removed, manipulated or made illegible.
11. Any Product sent in (Liebherr-Singapore) for servicing under this Product Guarantee must be collected within (2) weeks of notification by Liebherr (Hotline: 1800 248 1111), failing which Liebherr shall have the right to recover any costs incurred, including but not limited to storage charges.
12. The purchase invoice must be presented as proof of purchase as a prerequisite for any services covered under this Product Guarantee. Any failure to provide such proof of purchase will result in charges levied for work done, labour and parts supplied. Likewise, a charge will be levied for any service calls where no defect in the Product is found or where the Product Guarantee has already expired.

Exclusions

This Product Guarantee shall not be applicable in the following cases:

1. Non-compliance with safety regulations and/or the manufacturer’s installation, operation and/or maintenance instructions.
2. Damage resulting from faulty positioning and/or installation, improper use or neglect.
3. Damage resulting from normal wear and tear, corrosive atmosphere, exposure to extreme heat or dampness, fluctuation or interruption of electrical power supply, defective wiring or operating or incorrect voltage, lightning damages or other external influences and/or any act of God and/or transportation.
4. Fitting of non-approved spare parts and/or repairs carried out by parties other than Liebherr authorized service providers.
5. Damage to general replacement parts subject to wear and tear e.g. light bulbs or other luminaries.
6. Cosmetics blemishes e.g. dents and scratches.
7. Accidental damage.

Liebherr shall not be liable for any loss of profit, loss of goodwill, loss of use of the goods, loss of time, business interruption, and inconvenience or for any indirect, consequential or incidental damages in connection with or arising out of the use of the Product.

Limitation

Claims made under this Product Guarantee within the above Guarantee Period shall become time-barred within 6 months after detection of the defect.

This Product Guarantee is Liebherr’s only warranty and your only remedy concerning any defects in the Product. No warranty of any kind or nature is made by Liebherr beyond those expressly stated herein.

All other representations, warranties or conditions, expressed or implied, written or oral, including but not limited to any warranties or guarantees of merchantability, fitness for a particular purpose, or non-infringement, are expressly excluded to the fullest extent permitted by law. No representative, dealer, agent or retailer has the authority to make any representation, warranty or agreement on behalf of Liebherr with respect to the Product.