

# Liebherr (China) Co., Ltd.

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## Liebherr Consumer Appliance Guarantee Provisions

According to the relevant requirements of the "Consumer Rights Protection Law of the People's Republic of China", the "Product Quality Law of the People's Republic of China" and the "Regulations on Responsibilities for Repair, Replacement and Return of Certain Commodities", customers can enjoy guarantee services in accordance with the following provisions after purchasing Liebherr appliances.

### 1. Definition of guarantee period

#### 1.1 Start date of guarantee period

From January 1, 2023, the start date of the guarantee period shall be subject to the date of receipt.

#### 1.2 The certificate of guarantee

The certificate of guarantee includes a valid receipt certificate, purchase invoice, installation service report, and related "Three Guarantee" certificates specified by the manufacturer.

### 2. Product guarantee period

The guarantee period for various products is as follows, deducting the time occupied by repairs and the waiting time for repairs due to lack of spare parts.

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## 2.1 Guarantee period

Product category	"Three Guarantees" Validity Period (years): Whole appliance	"Three Guarantees" Validity Period (years): Compressor
Household refrigerator, wine cooler, humidor	2	10

## 2.2 Price reduction processing appliance

The product has defects but does not affect the performance and function of the product, nor does it violate national mandatory regulations. If the manufacturer or business partners reduces the price, the repair conditions are the same as above, but the parts that are reduced in price will not be guaranteed.

## 3. Charged repair

Unless otherwise specified, the following items belong to the scope of non-free guarantee and shall be repaired for a fee.

- Damaged due to improper handling, installation, use, maintenance and storage by the user;
- Damaged due to wrong power supply voltage;
- Dismantling and repairing by themselves or by non-factory authorized service center;
- There is no valid purchase invoice and the certificate of "Three Guarantees";
- The model of the certificate of "Three Guarantees" is inconsistent or altered with repaired product model;
- The product is damaged due to force majeure;
- Exceeding the free guarantee period;
- Liebherr appliances imported by other companies from abroad and sold domestically;

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#### 4. Repair warranty period

The warranty period for all components is 6 months after repair.

#### 5. The return and exchange of the appliance

The product has a performance failure within 7 days from the date of receipt, and the customer can choose to refund, exchange or repair. If a performance failure occurs within 8 to 15 days, the customer can choose to exchange or repair. Performance failure means that the product does not meet the safety and sanitation requirements, there is an unreasonable risk of endangering the safety of people and property; or does not have the use performance that the product should have; or does not meet the stated quality status.

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The logo for Liebherr, consisting of the word "LIEBHERR" in a bold, black, sans-serif typeface.