

Product Guarantee Terms and Conditions

All references to “Liebherr” refer to Liebherr-Great Britain Limited.

Liebherr appliances purchased new in the UK are covered by a fully inclusive 2 year parts and labour guarantee from date of purchase by the end-user. To qualify for the product guarantee, please register your appliance by completing your details overleaf and returning this card, or visiting: www.myliebherr.co.uk/warranty

I. Terms & Conditions

1. This guarantee is effective for the period of 24 months from the date of first purchase by the end-user or initial commissioning.
2. Any performance of services subject to this guarantee will not extend or renew the above guarantee period.
3. The appliance must have been purchased new from a commercial retailer within the UK.
4. The appliance has to be situated within the UK.
5. Proof of purchase will be required if the appliance have not been registered within 30 days of purchase.
6. This guarantee is non transferrable.
7. The appliance must have been used for normal day to day domestic purposes, commercial food service or medical purposes only.
8. During the above guarantee period Liebherr will at Liebherr’s sole discretion repair or replace, free of charge, any appliance with defects in material and workmanship at the time of shipment. This guarantee will remain in force for the duration of the original guarantee period.
9. At Liebherr’s sole discretion, if an appliance is beyond economical repair, Liebherr reserves the right to provide the user with a new appliance of equivalent specification in exchange of the defective appliance. The remaining original guarantee period will be transferred to the new appliance.
10. This guarantee is in addition to statutory and other legal rights.
11. Services subject to this guarantee that the end-user entitled under this guarantee receives from third parties have to be taken into account by the end-user.
12. This guarantee expires in case the type plate and/or device number is removed, manipulated or made illegible.

II. Guarantee Exclusions

This guarantee is not applicable in cases of:

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 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 authorised agents of Liebherr.
5. Damage to general replacement parts subject to wear and tear e.g. light bulbs or other luminaries.
6. Cosmetic blemishes e.g. dents and scratches.
7. Accidental damage.
8. Liebherr shall not be liable for loss of goods, loss of use or any special, indirect or pure economic loss, costs, damages, charges or expenses.

Additionally with respect to appliances for commercial food service this guarantee is not applicable in case of:

9. Damage to the door gasket, if the condenser is not cleaned periodically.

Additionally with respect to appliances for medical purposes this guarantee is not applicable in case of:

10. Non-use of calibrated independent monitoring systems when storing high value/irreplaceable products.

III. Limitation

Claims made under this guarantee within the above guarantee period become time-barred within 6 months after detection of the defect.

Contact Us:

For Service and Guarantee Queries, Guarantee or extended warranties, Appliance registration or Service and Technical advice please contact our Customer Service Team:

Monday to Friday between 8.30 am and 5.30 pm

Phone: 03330 147 888 or Email: lgb.refrigeration@liebherr.com