

Product Guarantee

Applies to laundry products with a 5 year guarantee

A. SCOPE

1. Freudenberg Household Products LP ("FHP") guarantees to the purchaser or owner of the product (in each case, "You") that the product will be free from defects in materials and workmanship for a period of five years from the date of purchase ("the Guarantee Period").
2. If the product becomes faulty for any reason for which FHP is responsible during the Guarantee Period, FHP will repair or replace it, or arrange for it to be repaired or replaced, subject to the Terms and Exclusions and Limitations below. The repair of the products may include the replacement of defective products or parts with new or refurbished products or parts, in which event all products and parts replaced become the property of FHP.

B. TERMS

1. In order to make a claim under this Guarantee, you must present the original invoice or sales receipt (indicating the date of purchase, model name and dealer's name) together with the defective product before the end of the Guarantee Period. FHP shall not be obliged to honour the guarantee if these documents are not presented or if they are incomplete or illegible. This Guarantee will not apply if the model name or serial number on the product has been altered, deleted, removed or made illegible.
2. Except where FHP has a legal duty to reimburse them, this Guarantee does not cover transport costs or any other costs, losses, expenses or liability associated with the transportation of the product to and from FHP.
3. If FHP or its authorised representative carries out a diagnostic test on the product and that test demonstrates that the product is working properly and no hardware fault is present, you will not be entitled to any repair or replacement under this Guarantee. In that event, you will be liable to pay for any repairs necessary to rectify the defect and the cost of the diagnostic test.

C. EXCLUSIONS AND LIMITATIONS

1. Except as stated above, FHP makes no guarantee (express, implied, statutory or otherwise) regarding the quality, performance, accuracy, reliability or fitness for a particular purpose or otherwise of the product.
2. Nothing in this Guarantee is intended to restrict FHP's liability for death, personal injury or damage to private property caused by the goods proving to be defective whilst in your use as a result of FHP's negligence.
3. This Guarantee does not cover:
 - 3.1. ironing board covers or padding;
 - 3.2. periodic maintenance or repair or parts replacement due to wear and tear;
 - 3.3. consumables (namely components that are expected to require necessary periodic replacement during the lifetime of a product such as batteries or dirt filters);
 - 3.4. damage or defects caused by use, operation or treatment of the product inconsistent with normal personal or domestic use; and
 - 3.5. damage or deterioration in the condition or performance to the product arising as a result of:

- 3.5.1. misuse, including treatment resulting in physical, cosmetic or surface damage to or deterioration in the product;
- 3.5.2. use of the product after FHP has been informed of an actual or apparent defect;
- 3.5.3. failure to install or use the product for its normal purpose or in accordance with Vileda's instructions on installation or use;
- 3.5.4. failure to maintain the product in accordance with Vileda's instructions on maintenance;
- 3.5.5. installation or use of the product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used;
- 3.5.6. use of the product with accessories, peripheral equipment and other products of a type, condition and standard other than prescribed by Vileda;
- 3.5.7. repair or attempted repair of the product by persons who have not been appointed or approved in advance by FHP for such purpose;
- 3.5.8. accidents or the effects of fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, improper ventilation, power surges, excess or incorrect supply or input voltage, radiation, electrostatic discharges including lightning, other external forces and impacts; or
- 3.5.9. any other event or circumstances beyond the reasonable control of FHP.

D. YOUR LEGAL RIGHTS RESERVED

This Guarantee is in addition to and does not affect, your statutory rights in relation to goods that are faulty or not as described. All products will be provided in accordance with the contract. Further advice relating to your legal rights can be obtained from your local Citizens Advice Bureau or Trading Standards Office. You may assert any rights you have at your sole discretion.

E. YOUR GUARANTOR

The Guarantee for this product is provided and will be honoured by Freudenberg Household Products LP, Vileda House, 2 Chichester Street, Rochdale, Lancashire, OL16 2AX. Accompanying leaflets and contact details can be found on the Vileda website at www.vileda.com or by phone on [REDACTED].