



YOUR MANUFACTURER'S GUARANTEE

UNITED KINGDOM

All Maytag components and materials are covered by a full 2 year guarantee. The manufacturer's guarantee is valid for 24 months from the date of purchase and includes labour and materials. Any defects that occur during normal usage will be repaired providing the appliance has been used in accordance with the following terms and conditions. Maytag reserves the right to charge a call-out fee during the manufacturer's guarantee period if the appliance has not been used in accordance with the manufacturers terms and conditions. All service repairs will be provided by Maytag trained technicians or approved agents using manufacturer original parts. If we cannot repair your appliance within the first 24 months of purchase we will replace it with an appliance of the same or similar specification. We provide convenient access to Maytag Customer Service, through calling the numbers indicated in this document: we will give you immediate technical advice to pinpoint the fault, and if required arrange a service appointment convenient to you.

TERMS AND CONDITIONS

These terms and conditions do not affect your statutory rights of your purchase contract with your retailer.

What is included?

The cost of repairing any defects in the parts or materials used in the appliance which occur within 24 months of the date of purchase will be repaired by Maytag trained engineers or appointed service agent provided that:

- Evidence of the date of purchase (sales receipt or delivery note) is available at the time of repair, showing the appliance was purchased within 24 months prior to the date of the claim.
- The defect is not due to use of the appliance on any incorrect voltage or contrary to the company's operating and installation instructions, or due to an accident (whether in transit or otherwise), misuse, neglect, or inexpert repair.
- The appliance has been used for domestic purposes only.
- The product is located in the UK or Channel Islands. For appliances, which were purchased in an EC Country and transferred to another EC Country, the guarantee conditions for carrying out the service of the respective country of residence apply.

What is excluded?

1. Repairs due to breakdown caused by:

- Use other than domestic use by you or your resident family.
- Any wilful act or neglect.
- Accidental damage caused by foreign objects or substances.
- Failure to comply with manufacturer's operating instructions.

2. Costs for:

- Consumer replaceable items or accessories including but not limited to batteries, fuses, light bulbs, filters, plugs, light covers and other consumable items.
- Cosmetic damage (non-functional parts) which does not affect the normal use of the appliance including damage to paintwork, dents or scratches to the cabinet.
- Rust, corrosion or water damage including but not limited to damage caused by excessive lime in the water supply.

- Routine maintenance, cleaning, overhaul, modification and descaling.
- Cleaning or unblocking of filters, drainage systems or soap drawers.
- Costs arising from any problem with the supply of electricity, gas or water.
- Costs arising from floods, lighting, storms, frosts or other bad weather.
- Theft, attempted theft, malicious damage or damage caused by fire or explosion.
- The expense of a service call where no fault has been found with the appliance after we have inspected it.
- Work carried out by a repairer not authorised or approved by Whirlpool (UK) Ltd.
- Work required as a result of a faulty or illegal installation of the product.
- Delivery and installation charges if a replacement takes place.
- Cost for fitting of the decor doors & panels to built in appliances.
- Costs if no fault is found with your equipment.

How to make a claim

It could not be easier. If anything goes wrong, first carry out the simple checks detailed in your operating instructions - this will often pinpoint just what is wrong and will tell you how to proceed. Then, if you are satisfied that you do need a service visit, contact Maytag Customer Service. Please have your appliance details to hand when you call.

- Please contact: **Maytag Customer Service on UK 0844 499 0101.**
- You must use our approved repairer.

Limitations

- The service will primarily be provided in the country of original purchase. However, services will be provided in all European Union countries and Switzerland on condition that the product meets the local technical specifications.
- The service agreement will be subject to the law of the country of original purchase.
- Nothing in this service agreement affects your statutory rights.

EXTENDED PARTS WARRANTY

To activate your free additional 8 year parts warranty simply fill in the registration form, ensuring all sections are fully completed, then send it to the Maytag Registration Department or activate online at www.maytag.com or call 0800 952 1075. The 10 year parts warranty comprises of 2 years manufacturer's warranty which covers parts and labour plus an additional 8 year parts warranty which does not include labour charges. Your cover document will normally be sent within 30 days of receipt of your registration form. Your registration form will be retained by us and the details of your Maytag appliance recorded. Please note if you do not register your appliance you will not be entitled to the additional 8 year parts warranty. If a service visit is required within the 8 year extended parts warranty period you must show your policy document otherwise the visit will be chargeable.

TERMS AND CONDITIONS

A full set of terms and conditions will be sent to you with your policy document, which you will receive within 30 days from registering your appliance.

- The additional 8 year parts Warranty offer is available for Maytag appliances purchased from 1st April 2013.
- This offer applies to new appliances and does not apply to appliances purchased second hand or from auction sites.
- All applications for the Additional 8 Year Parts Warranty, which covers parts only must be received on the Maytag official registration form (photocopies will not be accepted). Please keep a photocopy of your registration form for your records. NB: A separate registration form must be completed for each individual product purchased.
- The Additional 8 year Parts Warranty period applies from the date the manufacturer's warranty expires (2 years from the Date of Purchase).
- If, after 30 days from sending your application you have not received the cover documentation, you should notify us at Maytag Registration Department, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP or call us on 0844 499 0101.
- Proof of posting will not be accepted as proof of receipt. No responsibility can be accepted for registrations lost, damaged or delayed in transit.
- The services are transferable with our permission. We must receive full details of the transferee.

CONDITIONS OF COVER

The additional 8 year Parts Warranty covers the cost of the spare parts following a mechanical or electrical fault which stops the equipment working properly providing an authorised Maytag repairer carries out the labour, labour costs are chargeable to the customer following the expiry of the manufacturers' warranty. In the event that your appliance cannot be repaired within the additional 8 year parts warranty period Maytag will contribute towards the cost of the replacement on a sliding scale from the date of purchase. Further details will be included in your cover document. The provision of this plan does not affect your statutory rights. This plan is governed by English law unless we have agreed otherwise with you. All services under this agreement are provided by Whirlpool (UK) Limited whose registered office is Whirlpool Centre, 209 Purley Way, Croydon, Surrey CR9 4RY. Registered in England No 2295156.

Please register your guarantee and activate your additional 8 Year Parts Warranty now, to allow us to provide you with the best possible After-sales Service. To register: Call 0800 952 1075

MAYTAG REGISTRATION DEPT.
 Leicester House
 17 Leicester Street
 Bedworth
 Warwickshire
 CV12 8JP

PLEASE
 AFFIX
 STAMP



DON'T FORGET TO ACTIVATE YOUR FREE[†] 10 YEAR PARTS WARRANTY

Thank you for choosing Maytag. Make sure you get the most from your new purchase by taking a moment to activate your guarantee. Once you've registered, you can enjoy the peace of mind that your appliance is in safe hands against faults and breakdowns for the next 10 years.

[†]Labour charges not included. Terms and conditions apply. See overleaf.

REGISTER NOW

Freephone



0800 952 1075*

When activating your parts warranty please quote CT190511GM2006



www.maytag.co.uk



Complete and return the attached application form

*Lines open 8am to 8pm. Calls are free from landlines. Charges from mobiles and other providers may vary.



fac-simile

MOD. ABCXXX
SUPPLY: XXXV ~ XXHz Service: 85XX XXX XXXXX
INPUT: XXXXW XX XXXX XXXXXX
FREQUENCY: XXXXMHz
MADE IN ABC



85XX XXX XXXXX

XX XXXX XXXXX

SERVICE



In case of missing Service Sticker, please report Model and Serial numbers for future Service references, which can be found on the Rating Plate in the product.



To register your guarantee, please call **0800 952 1075**, visit www.maytag.co.uk or complete and return the form below

CUSTOMER DETAILS

Mr/Mrs/Ms/Miss

Forename(s)

Surname

Telephone (Please include STD code)

Mobile

Email Address

House Number

Address

Postcode (It is essential to fill in your postcode)

APPLIANCE DETAILS

Description (e.g. Washing Machine)

Model

Serial Number

Date of Purchase

Purchase Price (to nearest £)

Were you given or did you purchase an extended guarantee? (Please mark with an 'X')

If yes, for how long? (Please mark with an 'X')

Yes

No

1yr

2yrs

3yrs

4yrs

Important Data Protection Information

Domestic & General Services Limited and Domestic & General Insurance PLC are members of the Domestic & General Group. We (or our agents) and Whirlpool (UK) Limited will use your personal details and information we obtain from other sources for customer services and administration, for marketing and to analyse your purchasing preferences. We may keep your information for a reasonable period for these purposes. We or our business partners may contact you by mail, telephone, e-mail or other electronic messaging services with offers of goods and services or information that may be of interest to you. By providing us with your telephone number or email address you consent to being contacted by these methods. If you do not wish to receive marketing information by these methods from Whirlpool (UK) Limited and Domestic & General, tick this box or our other business partners, tick this box

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