

# STATEMENT OF LIMITED PRODUCT WARRANTY

## What this Warranty Covers & Who it Applies to

The limited warranty provided by BSH Home Appliances (“Gaggenau”) in this Statement of Limited Product Warranty applies only to the Gaggenau appliance sold to you (“Product”), provided that the Product was purchased:

- For your normal, household (non-commercial) use, and has in fact at all times only been used for normal household purposes.
- New at retail (not a display, "as is", or previously returned model), and not for resale, or commercial use.
- Within the United States or Canada, and has at all times remained within the country of original purchase.

The warranties stated herein apply to the original purchaser of the product warranted herein and to each succeeding owner of the product purchased for ordinary home use during the term of the warranty.

Please make sure to return your registration card; while not necessary to effectuate warranty coverage, it is the best way for Gaggenau to notify you in the unlikely event of a safety notice or product recall.

## How Long the Warranty Lasts

Gaggenau warrants that the Product is free from defects in materials and workmanship for a period of seven hundred and thirty (730) days from the date of the original purchase. The foregoing timeline begins to run upon the date of the original purchase, and shall not be stalled, tolled, extended, or suspended, for any reason whatsoever. This Product is also warranted to be free from cosmetic defects in material and workmanship (such as scratches of stainless steel, paint/porcelain blemishes, chip, dents, or other damage to the finish) of the Product, for a period of sixty (60) days from the date of purchase or closing date for new construction. This cosmetic warranty excludes slight color variations due to inherent differences in painted and porcelain parts, as well as differences caused by kitchen lighting, product location, or other similar factors. This cosmetic warranty specifically excludes any display, floor, “As Is”, or “B” stock appliances.

## Repair/Replace as Your Exclusive Remedy

During this warranty period, Gaggenau or one of its authorized service providers will repair your Product without charge to you (subject to certain limitations stated herein) if your Product proves to have been manufactured with a defect in materials or workmanship. If reasonable attempts to repair the Product have been made without success, then Gaggenau will replace your Product (upgraded models may be available to you, in Gaggenau's sole discretion, for an additional charge). Nothing in this warranty requires damaged or defective parts to be replaced with parts of a different type or design than the original parts. All removed parts and components shall become the property of Gaggenau at its sole option. All replaced and/or repaired parts shall assume the identity of the original part for purposes of this warranty and this warranty shall not be extended with respect to such parts. Gaggenau's sole liability and responsibility hereunder is to repair manufacturer-defective Product only, using a Gaggenau authorized service provider during normal business hours. For safety and property damage concerns, Gaggenau highly recommends that you do not attempt to repair the Product yourself, or use a non-authorized service provider; Gaggenau will have no responsibility or liability for repairs or work performed by a non-authorized servicer. Authorized service providers are those persons or companies that have been specially trained on Gaggenau products, and who possess, in Gaggenau's opinion, a superior reputation for customer service and technical ability (note that they are independent entities and are not agents, partners, affiliates or representatives of Gaggenau). Notwithstanding the foregoing, Gaggenau will not incur any liability, or have responsibility, for the Product if it is located in a remote area (more than 100 miles from an authorized service provider) or is reasonably inaccessible, hazardous, threatening, or treacherous locale, surroundings, or environment; in any such event, if you request, Gaggenau would still pay for labor and parts and ship the parts to the nearest authorized service provider, but you would still be fully liable and responsible for any travel time or other special charges by the service company, assuming they agree to make the service call.

## Out of Warranty Product

Gaggenau is under no obligation, at law or otherwise, to provide you with any concessions, including repairs, prorates, or Product replacement, once this warranty has expired.

## Warranty Exclusions

The warranty coverage described herein excludes all defects or damage that are not the direct fault of Gaggenau, including without limitation, one or more of the following:

- Use of the Product in anything other than its normal, customary and intended manner (including without limitation, any form of commercial use, use or storage of an indoor product outdoors, use of the Product in conjunction with air or water-going vessels).
- Any party's willful misconduct, negligence, misuse, abuse, accidents, neglect, improper operation, failure to maintain, improper or negligent installation, tampering, failure to follow operating instructions, mishandling, unauthorized service (including self performed "fixing" or exploration of the appliance's internal workings).
- Adjustment, alteration or modification of any kind.
- A failure to comply with any applicable state, local, city, or county electrical, plumbing and/or building codes, regulations, or laws, including failure to install the product in strict conformity with local fire and building codes and regulations.
- Ordinary wear and tear, spills of food, liquid, grease accumulations, or other substances that accumulate on, in, or around the Product.
- Any external, elemental and/or environmental forces and factors, including without limitation, rain, wind, sand, floods, fires, mud slides, freezing temperatures, excessive moisture or extended exposure to humidity, lightning, power surges, structural failures surrounding the appliance, and acts of God.

In no event shall Gaggenau have any liability or responsibility whatsoever for damage to surrounding property, including cabinetry, floors, ceilings, and other structures or objects around the Product. Also excluded from this warranty are Products on which the serial numbers have been altered, defaced, or removed; service visits to teach you how to use the Product, or visits where there is nothing wrong with the Product; correction of installation problems (you are solely responsible for any structure and setting for the Product, including all electrical, plumbing or other connecting facilities, for proper foundation/flooring, and for any alterations including without limitation cabinetry, walls, floors, shelving, etc.); and resetting of breakers or fuses.

TO THE EXTENT ALLOWED BY LAW, THIS WARRANTY SETS OUT YOUR EXCLUSIVE REMEDIES WITH RESPECT TO PRODUCT, WHETHER THE CLAIM ARISES IN CONTRACT OR TORT (INCLUDING STRICT LIABILITY, OR NEGLIGENCE) OR OTHERWISE. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED. ANY WARRANTY IMPLIED BY LAW, WHETHER FOR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE, SHALL BE EFFECTIVE ONLY FOR THE PERIOD THAT THIS EXPRESS LIMITED WARRANTY IS EFFECTIVE. IN NO EVENT WILL THE MANUFACTURER BE LIABLE FOR CONSEQUENTIAL, SPECIAL, INCIDENTAL, INDIRECT, "BUSINESS LOSS", AND/OR PUNITIVE DAMAGES, LOSSES, OR EXPENSES, INCLUDING WITHOUT LIMITATION TIME AWAY FROM WORK, HOTELS AND/OR RESTAURANT MEALS, REMODELLING EXPENSES IN EXCESS OF DIRECT DAMAGES WHICH ARE DEFINITELY CAUSED EXCLUSIVELY BY GAGGENAU, OR OTHERWISE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

No attempt to alter, modify or amend this warranty shall be effective unless authorized in writing by an officer of BSH.

To obtain warranty service for your Product, you should contact Gaggenau Customer Service at 1-877-442-4436 to schedule a repair.