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KitchenAid

WARRANTY GUIDE

INDIA WARRANTY GUIDELINES

Whirlpool of India Limited (Whirlpool) offers the original purchaser (herein after referred to as the Purchaser) on the purchase of KitchenAid Product(s), warranty as mentioned in below table (Warranty) on the terms and conditions set out below:

| KITCHENAID DOMESTIC PRODUCT CATEGORY | COMPREHENSIVE WARRANTY | |
|--------------------------------------|------------------------|---------|
| Artisan Deluxe Hand Blender | 1 YEAR | |
| 5-Speed Diamond Blender | | |
| Coffee & Spice Grinder | | |
| Food Processor | | |
| 7 Cup Food Processor | | |
| 9 Cup Food Processor | | |
| 14 Cup Food Processor | | |
| 3.5 Cup Food Chopper | | |
| 5 Cup Food Chopper | | |
| Stovetop Kettles | | |
| Cookware | | |
| Cutlery | | |
| Bakeware | | |
| Stand Mixer Attachments | | |
| Tools & Gadgets | | |
| 3.3 L Mini Stand Mixer | | 2 YEARS |
| 4.8 L Tilt Head Stand Mixer | | |
| 4.8 L Bowl Lift Stand Mixer | | |
| 7-Speed Hand Mixer | | |
| Cordless Hand Blender | | |
| 2-Slot Manual Toaster | | |
| 2-Slot Automatic Toaster | | |
| Electric Kettle (1.2 L & 1.7 L) | | |
| Personal Coffee Maker | | |
| Siphon Coffee Brewer | | |
| Pour Over Coffee Brewer | | |
| Proline Toaster | | |
| Proline Electric Kettle (1.5 L) | | |

*NOTE: Any of the above mentioned KitchenAid product, if used commercially, then the Warranty shall be limited to **6 months** only.

| KITCHENAID COMMERCIAL PRODUCT CATEGORY | NO. OF YEAR(S) APPLICABLE |
|--|--|
| 6.9 L Bowl Lift Stand Mixer | 1 YEAR |
| Artisan Power/ Power Plus Blender | 1 YEAR (1 year comprehensive warranty and 1 year motor warranty) |

WARRANTY TERMS & CONDITIONS

Whirlpool warrants that the KitchenAid Products and all parts of the KitchenAid Products are free from defects in material and workmanship, arising under normal use and service. Whirlpool's obligations shall be limited to repairing or providing the replacement of part or entire KitchenAid Product covered under this Warranty which on Whirlpool's examination proves defective within the term of Warranty.

Exclusions: Batteries, Jars, Cables, Accessories, Plastic parts, Carbon brushes

Limitation of Warranty:

1. This Warranty shall not apply to defects arising or damage caused, in Whirlpool's opinion by reasons of:
 - a. improper/unauthorized installation or repairs or replacement or servicing or opening KitchenAid Product or parts or any attempt to do the same by Purchaser or any person/dealer other than Whirlpool authorized service center.
 - b. Improper electrical connections, due to pulled out power cord, faulty wiring, blown fuse or low/high voltage or improper electrical circuit resulting in non operation of KitchenAid Product or its part.

In cases the above conditions are observed by the Authorized Service Center/service engineer then the Purchaser shall be liable to bear the repair charges incurred during the process and price of other parts/consumables/spares not covered in Warranty along with the applicable visit charges. Whirlpool reserves the right to revise the visit charges at its own discretion.

2. This Warranty shall not apply if:

- (a) KitchenAid Product is without barcode label/Serial number sticker affixed on it or the Barcode/Serial number of KitchenAid Product is tampered with, defaced, missing or altered.
- (b) Unauthorised alterations are made in Invoice/Installation Note
- (c) KitchenAid Product is used in a manner or for a purpose for which it is not designed/made.
- (d) KitchenAid Product Warranty is applicable in India only.

3. This Warranty holds good and applies only so long as there is correct use and maintenance of KitchenAid Product as detailed in the Use and Care Guide, wherever applicable.

4. To claim Warranty, KitchenAid Product should be in the possession and/or in use by the original Purchaser during the Warranty from the date of purchase as provided in original invoice. Whirlpool reserves the right to request proof of purchase (either in the form of duly stamped Warranty terms or installation note along with Invoice,) with date of purchase showing model and serial number before accepting any liability for warranty claim. If the Purchaser fails to produce the necessary documentation or if unauthorized correction/alterations are found to be made in Invoice/Installation Note, then the repair work/assistance shall be provided on a chargeable basis at Whirlpool's sole discretion.

5. This Warranty will continue to be in force for the period herein specified in the Table, irrespective of what repairs and replacements may be provided under it and such repairs or replacement, as the case may be, shall not attract any fresh Warranty. In the event of repairs/replacement of any part, this Warranty will thereafter continue to be in force for the remaining period of the Warranty.

6. The Warranty will automatically terminate on the expiry of the Warranty period specified in the Table for the respective KitchenAid Product, from the **date of purchase as per Invoice**. Even if the KitchenAid Product may not be in use for any time during the Warranty period for any reason whatsoever including any technical breakdowns, the time taken for such repairs/replacements of parts and transit, whether under this Warranty or otherwise shall not be excluded from the Warranty period.

7. Whirlpool's employees or dealers and/or Authorized Trade Partners or Authorized Service Centers/engineers have no authority to vary the terms of this Warranty.

8. While Whirlpool will make every effort to carry out repairs/replacement of KitchenAid Product or its parts under this Warranty as soon as possible; it is expressly made clear that Whirlpool shall not be liable to do so within any specified period of time.

9. Whirlpool or its Authorized Service Center shall effect repairs/replacements of KitchenAid Product or its parts either at Purchaser site or at service station of Authorized Service Center(s) at the sole discretion of Whirlpool.

10. In no event Whirlpool be liable to the Purchaser for any incidental or consequential damages arising out of the use or inability to use KitchenAid Product or any claim by any other party. All claims are limited to the repair or the replacement of the Defective part or KitchenAid Product only and do not include any labour cost. Whirlpool is not liable for any delay in repairs / replacements due on account of any conditions beyond the control of the Whirlpool or its Authorized Service Center or representative.

11. In case of any replacement of any Defective part or entire KitchenAid Product, the Defective part or entire KitchenAid Product should be returned to Whirlpool. No replacement of the part or KitchenAid Product shall be done unless Purchaser returns the Defective part or entire KitchenAid Product, as the case may be, to Whirlpool Authorized Service Centre/engineer.

12. In the event of any unforeseen circumstances, spares/parts not being available, Whirlpool's prevailing depreciation rules will be binding on the Purchaser to accept as a commercial solution in lieu of repair.

13. The Purchaser at all times shall preserve the original invoice and warranty card for necessary verification and produce the same as and when required by Whirlpool.

14. Whirlpool reserves the right to alter the terms and conditions of the present Warranty at any time with its sole discretion without any prior notice.

15. The courts at National Capital Territory of Delhi shall have exclusive jurisdiction for settling the claims or disputes or matters arising out of present Warranty.

16. The Warranty does not cover any accessories external to KitchenAid Product, even those marketed by Whirlpool.

17. The Warranty is applicable, if the product is purchased from an authorised seller within India. This Warranty extends only to original Purchaser and is non-transferable.

18. Any cases of missing part(s), faults and/or defects which do not conform to the Product specification, invoice (“Defects”) which can reasonably be discovered through visual inspections on the date of purchase or immediately thereafter must be reported within seven (7) days of date of purchase by calling on Whirlpool’s dedicated consumer care number “1800 419 0790”, failing which, no Defects will be deemed to be present at the time of purchase. Claims relating to such Defects must be supported in writing by, or processed through, the authorised dealer or retailer where you have purchased the Product [within the above mentioned 7-day time limit].

CUSTOMER DETAILS:

Model No:

Serial No:

Date of Purchase:

GST Invoice No:

Purchaser’s Name:

Mobile No:

Email ID:

Dealer’s Name:

Dealer’s Address:

Dealer’s Signature (With stamp):

If you have any query about KitchenAid Product, please write to:

**Head – Consumer Care Cell
Whirlpool of India Limited, 28, N.I.T. Faridabad (Haryana)
India, PIN - 121 001
Customer Care no.: 1800 419 0790 (Toll Free)
Email: info@kitchenaidindia.com**