

WARRANTY GUIDELINES

Whirlpool of India Limited (Whirlpool) offers the original purchaser (herein after referred to as the Purchaser) on the purchase of KitchenAid Products, warranty as mentioned in below table (Warranty) on the terms and conditions set out below. Warranty from date of purchase will differ as per the KitchenAid Product category as follows:-

KITCHENAID PRODUCT CATEGORY	1 YEAR	2 YEARS	5 YEARS	10 YEARS	LIMITED LIFETIME
3.3 Litre Mini Stand Mixer			Yes		
4.8 Litre Artisan & Artisan Design Tilt Head Stand Mixer			Yes		
4.8 Litre Bowl Lift Stand Mixer			Yes		
6.9 Litre Bowl Lift Stand Mixer	Yes				
Hand Mixer		Yes			
Artisan Power Plus Blender (Motor Base)				Yes	
Cordless Hand Blender			Yes		
Artisan Deluxe Hand Blender	Yes				
Diamond Blender		Yes			
Maximum Extraction Juicer	Yes				
Proline Toaster			Yes		
2 Slot Automatic Toaster		Yes			
Electric Kettle (1.2 Litre and 1.7 Litre)		Yes			
Proline Electric Kettle 1.5 Litre			Yes		
Personal Coffee Maker		Yes			
Siphon Coffee Brewer		Yes			
Pour Over Coffee Brewer		Yes			
Food Chopper		Yes			
Food Processor		Yes			
Stovetop Kettle		Yes			
Tools & Gadgets	Yes				
Cookware					Yes
Cutlery					Yes
Bakeware					Yes
PRODUCT ACCESSORIES					
Artisan Power Plus Blender Accessories (Blade, Jar, Lid, Sleeve)	Yes				
Diamond Blender Accessories (Blade, Jar, Lid)	Yes				
Food Processor Accessories (Blade, Disc, Bowl, Storage Case)	Yes				
Cordless Hand Blender Accessories (Blade, Arm, Pitcher, Battery, Charger, Storage Case)	Yes				
Stand Mixer Accessories and Attachments	Yes				

Commercial Use: In case of commercial usage of:

(a) **Artisan Power Plus Blender**, the Warranty shall be limited to one (1) Year except for motor base for which warranty shall be three (3) years.

(b) Any other KitchenAid Product, the Warranty shall be limited to one (1) Year

***Limited Lifetime** shall mean a period of 8 years in a standard residential usage wherein the KitchenAid Product is handled with care as per these Warranty Terms.

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.

Warranty shall be limited for repairing the original KitchenAid Product and making it functional. Whirlpool doesn't provide warranty of any kind on the KitchenAid Product once it is repaired and made functional. Replacement of defective part of KitchenAid Product or entire KitchenAid Product shall be done only in case when on Whirlpool's examination, KitchenAid Product or any part of the KitchenAid Product, in the sole discretion of Whirlpool, discloses to be defective and not repairable. In case of replacement of entire KitchenAid Product, if the same model of KitchenAid Product is not available or not in stock with Whirlpool or its Authorized Trade Partner/Service Partner, a similar model of equivalent value shall be given, however, in the event a similar model is not available/value of the similar KitchenAid Product is more than the residual value of the Product calculated as per Whirlpool's prevailing depreciation rules then the Customer shall have the option to take the similar KitchenAid Product by paying the differential value or taking a refund equivalent to amount calculated as per Whirlpool's prevailing depreciation rules. For the purpose of this Warranty, Defective/Defect means the internal manufacturing defect in the functioning or make of KitchenAid Product or its parts independently of other parts. Defective/Defect shall exclude defects arising in KitchenAid Product or its parts due to damage caused to KitchenAid Product or its parts or due to any act and negligence of Purchaser, meaning thereby to claim this Warranty, KitchenAid Product should be working in good condition. The cost of replaced parts and consumables shall be borne by the Purchaser. The Warranty cannot be invoked if KitchenAid Product is functioning as per its specifications. No notice of expiry period of Warranty will be given by Whirlpool.

Exclusions: Batteries, 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. accident, fire, rodents/insects, water, lightning, pest infestation or other acts of god;
- b. improper handling including without limitation, defects caused by sharp items, by bending, compressing or dropping etc;
- c. alteration, abuse, misuse, neglect, improper use of KitchenAid Product or parts;
- d. 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.
- e. 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 and the Purchaser will be liable to pay the revised visit charges as may be applicable on the date of visit.

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 is taken out of India. 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 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, irrespective of what repairs and replacements may be provided under it. Any such repairs or replacement, as the case may be, shall not attract any fresh Warranty and shall continue to be in force for the remaining unexpired period. The Warranty period shall not be extended due to subsequent resale, repair or replacement of KitchenAid Product.
6. The Warranty will automatically terminate on the expiry of the Warranty period specified in the table above for the respective KitchenAid Product, from 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, and 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 it's parts under this Warranty as soon as possible; it is expressly made clear that Whirlpool shall not be liable to do so within specified period of time.
9. Whirlpool or its authorized Service Center/engineer shall effect repairs/replacements of KitchenAid Product or its parts either at Purchaser site or at service station of Authorized Service Center(s) at 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 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 Gurugram (Gurgaon), Haryana 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. This Warranty extends only to original Purchaser and is non-transferable.
18. 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

KitchenAid

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WARRANTY GUIDE