

## TERMS AND CONDITIONS

### 5 YEAR WARRANTY ON SELECTED BUILT IN OVENS & FS COOKERS

#### How to Claim:

Please visit [www.smeguk.com/promotions](http://www.smeguk.com/promotions)

- You will be required to supply your product's models number and unique serial number found on the product data plate. You can find this here [https://help.smeguk.com/app/answers/detail/a\\_id/8/~your-guide-to-find-the-model-and-serial-number-on-large-appliances](https://help.smeguk.com/app/answers/detail/a_id/8/~your-guide-to-find-the-model-and-serial-number-on-large-appliances)
- You will need to upload a valid proof of purchase for the below models. Failure to do so, will mean that your claim will be rejected.
- This exclusive offer runs from **01/07/2022 until 31/12/2022 inclusive**. **Claims must be submitted no later than 31/03/2023**. Please contact Smeg direct if any queries at: <https://help.smeguk.com/app/ask>

1. Promotion is open to UK & ROI consumers only who purchase:

a. ALL products within the Smeg 'Dolce Stil Novo' built-in collection:

Dolce Stil Novo			Dolce Stil Novo		
Ovens - 45 cm	Ovens - 60 cm	Ovens - 90 cm	HOBS	HOODS	OTHER
SF4604PMCNR	SFP6604PNXE	SFPR9606WTPNR	PV695LCNR	KSDD90VN-2	CPR615NR
SF4604PMCNR	SFP6604PNRE		PV695LCNX	KSVV90NX	SAB4604NR
SF4604PVCNR1	SOP6604TPNR		PM6912WLDR	KV694R	SAB4604NX
SF4606WMCNR	SO6606APNR		PM6721WLDR		CMS4604NR
	SOP6606S2PNR		SIM693WLDR		CMS4604NX
SF4604WMCNR			PVL674LCN		CPR615NX
SF4604WVCPNR			HOBD682D1		CVI638LN3
SO4606APNR			HOBD682R1		CVI638RN3
SO4604M2PNR			SIM6964R		CPV615NR
SO4604S4PNR			PM6954R		CPV615NX
SF4606WVCPNR			PM6743R		CPS615NR
			PM6643R		CPS615NX
			PM6621WLDR		CVI621NR3

b. Selected 'Linea' built-in SINGLE & COMPACT OVENS:



Linea	
Ovens - 45 cm	Ovens - 60 cm
SF4101MCN1	SF6101TVN1
SF4101MCS1	SF6101TVS1
SF4101MN1	SFP6101TVN1
SF4102MCN	SFP6101TVS1
SF4102MCS	SF6102TVN
SF4102MN	SFP6102TVS
SF4104WMCN	SFP6102TVN
SF4104WMCS	SO6104APS
SF4104WVCPN	SOP6104TPS
SF4104WVCPS	SO6102M2S <b>1</b>
SF4101MS1	SOP6102TS <b>1</b>
	SOP6101TS
	SO6104APN
	SOP6104TPN
	SO6102M2N <b>1</b>
	SOP6102TN <b>1</b>
	SOP6101TN
	SO6102M2S
	SO6102M2N
	SOP6102TS
	SOP6102TN

c. All Opera FS COOKERS:

Opera			
150cm	120cm	100cm	90cm
A5-81	A4-81	A2-81	A1-9
		A2BL-81	A1PYID-9
		A2PY-81	
		A2PYID-81	

d. All Portofino FS COOKERS:



Portofino	
90cm	120cm
CPF9GPAN	CPF120IGMPX
CPF9GPBL	CPF120IGMPBL
CPF9GPOG	CPF120IGMPT
CPF9GPOR	CPF120IGMPWH
CPF9GPR	CPF120IGMPR
CPF9GPWH	
CPF9GPX	
CPF9GPYW	
CPF9IPAN	
CPF9IPBL	
CPF9IPOG	
CPF9IPOR	
CPF9IPR	
CPF9IPWH	
CPF9IPX	
CPF9IPYW	
CPF92GMA	
CPF92GMBL	
CPF92GMWH	
CPF92GMX	
CPF92IMA	
CPF92IMBL	
CPF92IMWH	
CPF92IMX	

e. AREA built-in hobs

AREA
SIA1963DS
SIA1963D

f. Victoria FS Cookers

Victoria			
60cm	90cm	100cm	110cm
TR62P	TR90BL9	TR103IBL	TR4110AZ
TR62BL	TR90P9	TR103IP	TR4110BL1
TR62IP	TR90IBL9	TR103P	TR4110GR
TR62IBL	TR90IGR	TR103IGR	TR4110IGR
	TR90IP9	TR103GR	TR4110IBL
	TR90GR	TR103BL	TR4110IP
	TR90IBL2		TR4110IPG
	TR90IP2		TR4110IRW
	TR93BL		TR4110IX-1
	TR93IBL		TR4110P1
	TR93IP		TR4110RW1
	TR93P		TR4110X-1
	TR93IGR		TR4110IBL2
	TR93GR		TR4110IP2
			TR4110IGR2
			TR4110IRW2
			TR4110IX2



2. Purchases only between 01/07/2022 and 31/12/2022 will qualify to receive a free 5 year, fully comprehensive parts and labour warranty. This incorporates Smeg's standard 2-year guarantee plus the 3 additional years warranty.
3. This offer applies to products purchased through authorised retailers only
4. This offer does not apply to the purchase of graded, seconds, used stock or replacements. Trade/contract sales are excluded from the offer.
5. This offer does not apply to Smeg Staff Sale purchases or those affiliated to Smeg.
6. The promotion is as stated and has no cash value. No alternative is available, and it is non-transferable.
7. The promotion is not to be used in conjunction with other offers except those approved by Smeg.
8. In the unlikely event of you being issued with a refund, the warranty will cease.
9. To be eligible to participate in the promotion you must be a UK or ROI resident aged 18+.
10. This promotion is only available to end user consumers (e.g. not to any reseller or business purchased on a trade or contract basis)
11. The Promoter accepts no responsibility for forms that are lost or delayed, or which are unable to be sent due to lack of network coverage, system, software or hardware failure or for any other reason beyond its control.
12. The promoter reserves the right to disqualify applications it believes are acting in breach of these Terms and Conditions and reserves the right to investigate and take all reasonable action to protect itself against fraudulent claims. Any claims which they believe to be invalid and/or fraudulent will be rejected.
13. By completing the online form, all participants will be deemed to have accepted and be bound by these Terms and Conditions.
14. Your name and address will only be retained for communication purposes if you choose to opt into receiving communications from Smeg UK.
15. Please see [www.smeguk.com/disclaimer/](http://www.smeguk.com/disclaimer/) for our privacy policy.
16. For details of the promotion please write to the promoter at the address below.

The Promoter: Smeg (UK), The Marketing Department, The Magna Building,  
Wyndyke Furlong, Abingdon, Oxfordshire, OX14 1DZ, United Kingdom.

## **TERMS AND CONDITIONS OF A PROMOTIONAL 5YR WARRANTY**

### **DEFINITION**

Your promotional 5yr warranty covers repair following a mechanical or electrical fault which stops the equipment working properly. The provision of this plan does not affect your consumer rights, for advice in relation to this please contact the Citizens Advice Bureau. This plan is governed by English law unless we have agreed otherwise with you.

### **CONDITIONS OF COVER:**

1. The validity period of your warranty is for 5yrs from the date of purchase of your appliance.
2. The first two years of policy are covered by the standard warranty, years 3,4 and 5 are covered by the extended promotional element



3. This offer is only available between the promotion dates stated on the relevant promotional material.
4. This offer is only available for the specific models detailed on the relevant promotional material.
5. The qualifying models must only be purchased in the UK or Ireland during the dates stated on promotional material.
6. This offer applies to new appliances only, purchased via approved Smeg stockists and does not apply to appliances purchased second hand or through non-Smeg approved retailers or through private sales, or purchases made via a 'graded' appliance retailer.
7. The standard and extended promotional warranty is offered exclusively to the recipient at point of purchase.
  - i. Please note, if you sell your appliance during its standard or extended promotional warranty period this agreement of cover is not transferable to the new owner.
8. All applications for the promotional warranty must be completed online together with electronic proof of purchase within 90 days of the date of purchase. Information on how to register is below.
  - i. We recommend you register your warranty as soon as possible so that in the unlikely event we need to contact you about an appliance you own, we can locate your contact details.
9. During the entire period of cover, you must be able to provide proof of purchase when requested by Smeg UK or one of its agents. We will require this to validate the warranty should you need to make a claim as we may not retain the proof of purchase at point of registration for the full warranty period.
10. The consumer loses the right to claim under warranty if the perceived fault is not reported within 2 months of its discovery.
11. We reserve the right to repair an appliance via one of our trusted Smeg-Approved engineers within a reasonable timeframe before a replacement will be considered. This is in line with our environmental commitments and values. Should you wish to check your consumer rights in relation to this you can do so by contacting the Citizens Advice Bureau.
  - i. Where a replacement is agreed, the replacement provided will continue under the original warranty commencing on original date of purchase and does not attract a new warranty.
  - ii. In the event a like for like replacement is no longer manufactured, we will endeavour to provide a similar model. We will not consider costs of reimbursement if a different model is accepted. We may offer an upgraded model subject to additional charge at our discretion.
12. After the period of warranty has expired, the costs of any repair and / or replacement of components will be the responsibility of the consumer. We advise you to contact Smeg-authorized Service Engineers via <https://www.smeg-service.co.uk/find-a-smeg-engineer>.
13. Exceptions to cover:
  - Costs arising from you failing to follow the manufacturer's instructions, including installation & routine maintenance. You can access our user guides by following this link & entering the model number to download a guide - <https://www.smeguk.com/info/download-manuals> .
  - Costs for adjustments to installation such as door reversal, décor door fitting / removal, etc.
  - Costs covered by any other guarantee or warranty provided by other suppliers or repairers.
  - Costs for repairs carried out with non-original spare parts and /or by non-Smeg-approved engineers.
  - Costs arising from you using your equipment in a non-domestic or commercial environment.
  - Accidental damage, theft, attempted theft, malicious damage, damage, or failure caused by fire or explosion.
  - Damage or failure caused by floods, lightning, storms, frost, or other bad weather conditions.
  - Costs arising from any problems with the supply of electricity or gas.
  - Costs if no fault is found with your equipment, including engineer call out charge.
  - Routine maintenance, cleaning and servicing.
  - Labour charges for work outside the repairer's normal working hours.
  - Costs arising from not being able to use your equipment or from damage caused when the equipment breaks down.
  - Costs related to:
    - i. Loss of earnings to allow Smeg UK or their agent access to your property.
    - ii. Arranging access to your property or the appliance for Smeg UK or their agent.
  - Cosmetic damage on the appliance such as dents, scratches, or rust.
  - The cost of replacing any item or accessory that is intended to be replaceable. These items include accessories, fuses, batteries, light bulbs, fluorescent tubes and related starters, filters, seals, and attachments.
  - Cost due to rust, corrosion, or water damage.

- Cables, plugs, light covers, rain covers or parts which are deemed consumable and need to be replaced by the user periodically.



**Please note:** This warranty is in addition to your statutory and other legal rights. Engineer visits are normally made between 8.30 am and 5.30 pm Mon-Fri. In the unlikely event of your Smeg appliance requiring technical support during your warranty period please contact the Smeg Service team on 0344 557 9907, selecting option 1. The service team are available Monday to Friday 8.30am – 6pm, Weekends 9am -1pm (excluding UK public holidays). You can also request product support online:

<https://help.smeguk.com/app/ask>

**Registering your warranty:** *For ease of reference, you may wish to register your warranty online, you can do this by visiting <https://help.smeguk.com/app/warranties/register>*

- i. *If 28 days from submitting your online warranty application you have not received confirmation of cover via email, please notify the Smeg UK Customer Service team by calling 0344 557 9907 and selecting option 1. If you are in the Republic of Ireland, please call 0044 344 5579907 and select option 1.*

*If you wish to register your warranty but do not have internet access, or are experiencing difficulties completing our online form, please contact our Customer Service team as above, who will be happy to assist over the phone*