



## TERMS AND CONDITIONS 5 YEAR WARRANTY PROMOTION

### BUILT IN & FREESTANDING 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 **01/01/2021 until 30/6/2021 inclusive**. **Claims must be submitted no later than 31/07/2021**. Please contact Smeg direct if any queries at: <https://help.smeguk.com/app/ask>

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

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

Dolce Stil Novo		
Ovens - 45 cm	Ovens - 60 cm	Ovens - 90 cm
SF4604PMCNCX	SFP6604WTPNX	SFPR9604NR
SF4604PMCNR	SFP6604WTPNR	SFPR9604NX
SF4604PVCNR1	SFP6604WSPNX	SFPR9606WTPNR
SF4604PVCNX1	SFP6604WSPNR	
SF4606WMCNCX	SFP6604PNXE	
SF4606WMCNR	SFP6604PNRE	
SF4606WVCPNR	SFP6606WTPNX	
SF4606WVCPNX	SFP6606WTPNR	
SF4604WMCNR	SFP6606WSPNX	
SF4604WMCNCX	SFP6606WSPNR	
SF4604WVCPNR		
SF4604WVCPNX		

Dolce Stil Novo		
HOBS	HOODS	OTHER
PV695LCNR	KSVV90NRA	CPR615NR
PV695LCNX	KSDD90VN-2	SAB4606NR
PM6912WLDR	KSVV90NX	SAB4606NX
PM6721WLDR		CMS4604NR
PM6621WLDR		CMS4604NX
SIM693WLDR		CVI638RWN2
SIM693WLDX		CPR615NX
HOB682R1		CVI638LWN2
PVL6106CN		CVI618RWNR2
PVL674LCN		CVI618LWNR2
PVL664CN		CVI618RWNX2
PXL6106		CVI618LWNX2
PXL675L		CPV615NR
PXL664		CPV615NX
PV675CNX		CPS615NR
PV675CNR		CPS615NX
PV664LCNX		
PV664LCNR		
PV632CNR		
PV632CNX		
PV631CNX		
PV631CNR		
PM6912WLDX		
PM6721WLDX		
PM6621WLDX		
HOB682R		
SIM662WLDX		
SIM662WLDR		
SIM631WLDR		
SIM631WLDX		

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

Linea	
Ovens - 45 cm	Ovens - 60 cm
SF4101MCN1	SF6101TVN1
SF4101MCS1	SF6101TVS1
SF4101MS1	SFP6101TVN1
SF4101MN1	SFP6101TVS1
	SOP6101S2S
	SOP6101S2N
SF4102MCN	SF6102TVN
SF4102MCS	SF6102TVS
SF4102MN	SFP6102TVS
SF4102MS	SOP6102TS
SF4104WMCN	SFP6102TVN
SF4104WMCS	SOP6102TN
SF4104WVCPN	
SF4104WVCPS	SO6102S3PS
SF4106WMCS	SO6102S3PN
SF4106WVCPS	SO6102M2S
	SO6102M2N
	SFP6104WTPN
	SFP6104WTPS
	SFP6104SPS
	SFP6106WTPS
	SFP6106WSPS
	SO6104APS
	SO6104APN

**c. Selected 'Victoria' built-in OVENS & all FS COOKERS:**

Victoria		
SF4920MCX1	SF6922NPZE1	DOSF6920N1
SF4920MCP1	SF6922PPZE1	DOSF6920P1
SF4920MCN1	SF6922XPZE1	
SF4920VCN1		
SF4920VCP1	SFP6925NPZE1	
SF4920VCX1	SFP6925PPZE1	
	SFP6925XPZE1	

Victoria			
110cm	100cm	90cm	60cm
TR4110AZ	TR103BL	TR90BL9	TR62BL
TR4110BL1	TR103IBL	TR90P9	TR62IBL
TR4110GR	TR103IP	TR90X9	TR62IP
TR4110IGR	TR103P	TR93BL	TR62P
TR4110IBL	TR103IGR	TR93IBL	
TR4110IP	TR103GR	TR93IP	
TR4110IPG		TR93P	
TR4110IRW		TR93IGR	
TR4110IX-1		TR93GR	
TR4110P1			
TR4110RW1			
TR4110X-1			

**d. All Portofino Cookers: 90cm & 120 cm all colours:**

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	

2. Purchases only between **01/01/2021 and 30/06/21** 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 the cost of repair following a mechanical or electrical fault which stops the equipment working properly. 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.

### **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 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 warranty must be completed online together with electronic proof of purchase within 90 days of the date of purchase.
  - 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 0844 557 9907 and selecting option 2. If you are in the Republic of Ireland, please call 0044 844 5579907 and select option 2.
  - ii. If you do not have internet access or are experiencing difficulties completing our online form, or uploading proof of purchase, please contact our Customer Service team as above, who will be happy to assist over the phone.
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.

### **EXCEPTIONS TO COVER:**

1. Costs arising from you failing to follow the manufacturer's instructions.
2. Costs covered by any other guarantee or warranty provided by other suppliers or repairers.
3. Costs arising from you using your equipment in a non-domestic or commercial environment.
4. Accidental damage, theft, attempted theft, malicious damage, damage or failure caused by fire or

explosion.

5. Damage or failure caused by floods, lightning, storms, frost or other bad weather conditions.
6. Costs arising from any problems with the supply of electricity.
7. Costs if no fault is found with your equipment, including engineer call out charge.
8. Routine maintenance, cleaning and servicing.
9. Labour charges for work outside the repairer's normal working hours.
10. Costs arising from not being able to use your equipment or from damage caused when the equipment breaks down.
11. Costs related to:
  - a) Loss of earnings to allow Smeg UK or their agent access to your property.
  - b) Arranging access to your property for Smeg UK or their agent.
12. Cosmetic damage such as dents or scratches to the equipment.
13. The cost of replacing any item or accessory that is intended to be replaceable. These items include; fuses, batteries, light bulbs, fluorescent tubes and related starters, filters and attachments.
14. Cost due to rust, corrosion or water damage.
15. Cables, plugs, light covers, or rain covers.
16. **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>