

The prospect of your new Miele will look even better with the Miele Service Rebate.

As you are a valued Miele owner we are pleased to be able to present you with a refund of your Service Call Out Fee when you replace your current Miele appliance with a new model.

While it is always frustrating when it is no longer economically viable to repair an existing appliance, we are sure you will be inspired by the new world of Miele appliances which you can view online at www.miele.co.nz or 'in the flesh' in our Miele Experience Centre.

As always, everyone at Miele will go out of their way to ensure your changeover is easy and comes with all the excitement of owning a brand new Miele appliance.

We trust this token of our thanks for choosing Miele is the first step towards making the change to your new appliance as stress-free as possible.

Your friendly Miele Team.



Miele
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Miele Service Rebate

Terms and Conditions:

1. Please read the enclosed conditions carefully as they govern your entitlement, application and the facilitation of the Miele Service Rebate (“MSR”). The enclosed conditions should be read in conjunction with the Miele Terms and Conditions of Sale.
2. The MSR rebate applies to eligible private retail buyers of ‘new’ Miele domestic appliances. The offer explicitly excludes B-stock, display stock, floor-care and Miele Professional.
3. **Eligibility criteria**
To be eligible for the MSR, claimants must satisfy all of the following criteria:
 - i. A service visit must have been completed by Miele or an authorised Miele Service partner – the results of which determined that the affected product is beyond economic repair;
 - ii. The claimant must procure a replacement Miele product in accordance with clause 2, within 90 days of the service visit in accordance with clause 3(i).
 - iii. The procured Miele appliance along with the service visit must be paid in full;
4. Eligible claims must be submitted within 90 days of the purchase invoice date. Unfortunately, claims submitted outside of this period cannot be regarded as valid.
5. To make a claim, please complete the online claim registration form at www.miele.co.nz Go to ‘Customer Support / Customer Information’ and follow the link.
6. Miele reserves the right to verify and investigate all submitted claims, to make determinative decisions in relation to the claim and to deny the payment of a claim on reasonable grounds.
7. Miele may refuse to accept return of an appliance(s) in the event that Miele has paid a rebate with respect to the appliance(s) and the rebated amount is not returned to Miele.
8. The rebate will be paid by electronic funds transfer only (following validation) and verification that the order has been fulfilled and all monies owing to Miele have been paid.
9. Please allow for two (2) weeks processing time for payment. Claimants should not contact Miele for payment within this period.
10. Tax implications may arise in respect of the rebate payment, independent taxation / financial advice may be required.
11. By lodging a claim, the claimant excludes Miele from any liability for loss or damage resulting from or arising in connection with the claim or redemption to the full extent of the law.
12. Business associates, affiliates, Miele Agents (and their employees), Miele employees and their immediate families are not eligible to participate.

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