

- iv) the appliance is damaged as a direct result of incorrect installation or being used for a purpose for which it not designed, sold or otherwise not in accordance with any instructions for installation and use.
- v) if changes occur in the condition or operational qualities of the product due to incorrect storage, mounting, climate or any other influence outside the control of the Company.
- vi) the appliance is damaged as a result of operating the appliance incorrectly or when it was known to be defective.
- vii) when parts requiring replacement due to normal wear and tear including the replacement of the following parts: lenses, globes, glassware, fuses, filters, door seals, bags and similar parts were not replaced.
- viii) when the clearing of blockages in pumps and hoses did not take place.
- ix) when damage is caused directly or indirectly by utility supply problems, insect or rodent attacks, lack of user care, electrical storm damage or incorrect power supply.
- x) when the cause of a defect or damage is due to operator error.

What else you need to know

The following conditions will compromise and in some cases cancel your warranty:

- i) whilst this warranty applies to the original owner only, however subsequent owners may still have rights under the Australian Consumer Law.
- ii) if you are required to return the appliance to the Company or service agent, you must ensure it is cleaned, drained and free from debris or residues, securely packed and insured. The Company takes no responsibility for loss or damage of the appliance prior to being received by the Company or its service agents.
- iii) only detergents (powder or liquid) suitable for use in Bosch appliances are to be used. Please refer to Customer Service to be advised.
- iv) this appliance is intended for domestic use in the owners' home. Use of the appliance for commercial purposes will limit the warranty to a period of 3 months.
- v) the Company will not be responsible for damage which occurs during delivery or installation if delivery or installation of the goods were carried out by someone other than the Company or its agents.
- vi) the Company warranty is not applicable to extended warranty programs offered by third parties.

Your Personal Information and Privacy

BSH Home Appliances Pty Ltd, a subsidiary of the Bosch and Siemens Home Appliances Group (BSH), will use your personal information for customer service and administration, including warranty claims and to contact you, for product development, surveys and direct marketing. We may need to disclose your personal information to our related companies and to third parties outside BSH for these and other business purposes, including for warranty registration and claims such as to agents, contractors and service providers (eg mailing houses). Some of them are located overseas. We will not otherwise disclose your personal information unless you have consented or we are otherwise required or authorised by or under an Australian law or a court/tribunal order to do so.

If you do not provide us with all the personal information in the Warranty Registration section, we may not be able to provide you with customer and administration support or services, including in relation to any warranty claim you may have.

We may direct market to you via email, SMS, mail or telephone. If you do not wish to receive direct marketing communications from us in the future you may opt-out at any time by (in the case of electronic communications) clicking the "unsubscribe" button, or contacting us at bshau-disc@bshg.com, telephoning 03 8551 1100, or by writing to us at 7-9 Arco Lane, Heatherton, Victoria, 3202 to the attention of the Privacy Officer.

For more information about how BSH handles your personal information, how to access and correct it, how to make a complaint and how we handle complaints, see our privacy policy at www.bosch-home.com.au (follow the 'Privacy' link located in the footer of the website) or telephone 03 8551 1100. If you wish to access, correct or update your personal information please contact us at bshau-disec@bshg.com or telephone 03 8551 1100.

Warranty Registration

1. **Title**

☐ Mr. ☐ Mrs. ☐ Miss ☐ Ms ☐ Dr

2. **Gender**

☐ Male ☐ Female

3. **First Name**

4. **Surname**

5. **Address**

6. **Suburb**

7. **State**

8. **Postcode**

9. **Telephone**

10. **Email**

11. **Date of purchase:** Day Month Year 20

12. **Product purchased** (If registering more than one appliance please complete product registration online)

1 ☐ Built-in Oven	8 ☐ Freestanding Cooker
2 ☐ Coffee Machine	9 ☐ Microwave Oven
3 ☐ Combi-Microwave Oven	10 ☐ Rangehood
4 ☐ Compact Oven	11 ☐ Refrigerator
5 ☐ Cooktop	12 ☐ Steamer / Steam Oven
6 ☐ Dishwasher	13 ☐ Warming Drawer
7 ☐ Dryer	14 ☐ Washing Machine

13. **Model No**

_____/____

14. **FD No**

15. **Which other brands did you seriously consider before buying Bosch?**

1 ☐ None	8 ☐ Gaggenau	14 ☐ Samsung
2 ☐ AEG	9 ☐ Haier	15 ☐ Siemens
3 ☐ Asko	10 ☐ Hoover	16 ☐ Simpson
4 ☐ Blanco	11 ☐ LG	17 ☐ Smeg
5 ☐ Dishlex	12 ☐ Miele	18 ☐ Westinghouse
6 ☐ Electrolux	13 ☐ Neff	19 ☐ Whirlpool
7 ☐ Fisher & Paykel	20 ☐ Other	

16. **Who made the decision to purchase Bosch?**

1 ☐ Me 2 ☐ Partner 3 ☐ Joint decision

Customer Survey

Please help us to learn more about what you think of our products. This survey is entirely optional and we appreciate you giving us as much information as you feel comfortable.

1. From which retailer did you buy this product?
- | | |
|---|---|
| 1 ☐ Betta Electrical | 7 ☐ Harvey Norman |
| 2 ☐ Bing Lee | 8 ☐ Retravison |
| 3 ☐ Clive Anthonys | 9 ☐ Winning Appliances |
| 4 ☐ David Jones | 10 ☐ Appliances Online |
| 5 ☐ E & S Trading | 11 ☐ Other, please specify |
| 6 ☐ The Good Guys | <input type="text"/> |
2. Did you purchase an extended warranty when you bought this product?
- 1 ☐ Yes 2 ☐ No not offered
3. How did you first learn about this product?
- | | |
|--|--|
| 1 ☐ Advertisement | 6 ☐ Magazine article / feature / review |
| 2 ☐ Direct mail | 7 ☐ Catalogue |
| 3 ☐ Friend or relative's recommendation | 8 ☐ Salesperson's recommendation |
| 4 ☐ From a builder or architect | 9 ☐ Online |
| 5 ☐ In store display | 10 ☐ Other |
4. Is this product
- 1 ☐ a replacement product?
- 2 ☐ a first purchase?
- 3 ☐ an additional purchase?
- What brand is it replacing?
5. What was the reason for purchasing this product?
- | | |
|---|--|
| 1 ☐ Energy / water conservation | 4 ☐ Old product broken / worn out |
| 2 ☐ Just wanted a better product | 5 ☐ Redecorated / renovated room |
| 3 ☐ Moved into a new home | 6 ☐ Other |
6. Which of the following factors most influenced your choice of this product?
- | | |
|---|--|
| 1 ☐ After sales service | 9 ☐ Product demonstration |
| 2 ☐ Build quality | 10 ☐ Product features |
| 3 ☐ Brand name | 11 ☐ Salesperson's recommendation |
| 4 ☐ Design / style | 12 ☐ Size / capacity |
| 5 ☐ Did not choose / received as a gift | 13 ☐ Special promotion |
| 6 ☐ Ease of use | 14 ☐ Value for money |
| 7 ☐ Energy / Water saving (star rating) | 15 ☐ Other |
| 8 ☐ Previous experience of Bosch product | <input type="text"/> |
7. Did you visit the Bosch Website before buying this product?
- 1 ☐ Yes 2 ☐ No
8. Have you planned to renovate or move in the next year?
- | | Renovate Kitchen | Renovate Laundry | Move House |
|--------------------|------------------|------------------|------------|
| less than 3 months | | | |
| 3 to 6 months | | | |
| 6 to 12 months | | | |
9. Have you ever recommended Bosch to a friend or relative?
- 1 ☐ Yes 2 ☐ No 3 ☐ Would you recommend Bosch?

10. From time to time we make offers to existing customers. Please take a minute to complete the following household products Census to ensure that our offers to you are relevant

	Brand	Year purchased	Replacement Year
Oven			
Dryer			
Coffee Machine			
Steam Oven			
Cooktop			
Dishwasher			
Microwave Oven			
Rangehood			
Refrigerator			
Warming Drawer			
Washing Machine			

About You

1. **Age**

☐ 18 to 24 years	☐ 45 to 54 years
☐ 25 to 34 years	☐ 55 to 64 years
☐ 35 to 44 years	☐ 65 years and over

2. **Occupation**

☐ Director	☐ Trade worker
☐ Senior management	☐ Home duties
☐ Professional	☐ Student
☐ Education	☐ Farming / agriculture
☐ Public sector	☐ Services (eg police / army)
☐ Clerical / office	☐ Retired
☐ Manual / factory	

3. **Are you self-employed?**

☐ Yes ☐ No

4. **What is your annual HOUSEHOLD income?**

☐ Up to \$10,000	☐ \$30,000 to \$40,000	☐ \$80,000 to \$100,000
☐ \$10,000 to \$20,000	☐ \$40,000 to \$60,000	☐ \$100,000 to \$150,000
☐ \$20,000 to \$30,000	☐ \$60,000 to \$80,000	☐ \$150,000 plus

5. **Is your home?**

☐ Owned outright? ☐ Mortgaged / Home loan? ☐ Rented?

When did you move there? Day Month Year

5. **Do you shop for goods and services online?**

☐ Regularly ☐ Sometimes ☐ Never

Warranty Registration

Congratulations on your
new Bosch appliance



BOSCH
Invented for life

Domestic Appliances
You can also register online:

www.bosch-home.com.au

Product Warranty

**Please detach and retain
for warranty purposes**

BSH Home Appliances Pty Ltd
Customer Care
Phone 1300 368 339
www.bosch-home.com.au

For your record

[illegible]

By completing all or any part of the survey you agree that we may also use and disclose the information you provide for our own marketing purposes, including for product development and design, market analysis and to send you direct marketing, which will involve disclosing your information to third parties, such as our agents, contractors and service providers (eg mailing houses). This information will otherwise be handled in the accordance with our privacy collection statement in the section titled 'Your Personal Information and Privacy'

Bosch Warranty

Warranty is valid in conformity of purchase only. This warranty is given by BSH Home Appliances Pty Ltd, 7-9 Arco Lane, Heatherton Victoria 3202 (the Company).

This appliance is warranted by the Company to be free from defects in materials and workmanship for a period of 2 years from the date of purchase. The benefits offered by this warranty are in addition to your rights and remedies under Australian Consumer Law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. In the event of a minor failure, the Company reserves the right to choose to repair or replace the appliance.

To make a warranty claim, you must be able to supply proof of purchase. In the first instance, you should call Customer Care Australia - 1300 368 339. The Company will create and retain a computer record of your application.

The Company will bear any expenses incurred for warranty claims, excluding the cost of transport of the appliance for service or the service agents travelling costs to and from your home if you live outside the service area of the Company or one of its service agents.

This warranty will not apply in the following cases:

- any defect or damage which is a result of repair, alteration or modification carried out without the written permission of the Company.
- the use of parts not manufactured, sold or approved by the Company are used in any replacement or repair.
- the appliance is operated on an electrical, gas or water supply which differs from the ratings specified on the rating plate and instructions for installation and use of the appliance.