



HÄFELE (THAILAND) LIMITED

Warranty Terms and Conditions Home Appliance Product and Kitchen Fitting

1. The product is under warranty for the stipulated period as mentioned in the warranty chart (effective from August 1, 2024 onwards).
2. Warranty period is valid from date of purchase of the product. Benefits of warranty can only be availed subject to verification of invoice and warranty card by HÄFELE. Customers are therefore required to keep the original invoice and warranty card of product safely
3. HÄFELE's obligation under this warranty shall be limited to repair or providing replacement of defective parts/product only under the warranty period.
4. Warranty does not cover cost of labour, defects or damage caused by installer or user, or resulting from any other person careless or improper handling, modification of any type for any reason, improper installation, lack of proper routine maintenance or use of abrasive or improper cleaners.
5. Warranty does not cover consumables and fragile parts including light bulb, battery, rubber seal, glass and air filter.
6. HÄFELE is not liable for any special or consequential damages due to defective product/component or part thereof.
7. HÄFELE is not liable for any implied warranties with any modification and other than those mentioned in the terms and conditions of the warranty.
8. This warranty automatically expires after completion of period mentioned in the warranty chart even if the product may not be in use for any time during the warranty period for any reason.
9. In the event of repair/replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for unexpired period of warranty. Moreover, the time taken for repair/replacement in transit, whether under the warranty or otherwise, shall not be excluded from the warranty period.
10. HÄFELE reserves the right to retain any part/s or component/s replaced at its discretion in the event of a defect noticed in the product during the warranty period.
11. This Warranty does not apply to any kind of product that has been discontinued under any circumstances.
12. In case of any dispute, this warranty is subject to jurisdiction of Thai Courts only.

Product group	Warranty period (Free of charge)			Remark
	Product	Spare part	Labour / Travelling	
Stainless steel sink	1 Year	1 Year	1Y Bangkok and surrounding	<ul style="list-style-type: none"> • Warranty only for leakage and tearing, excluding rubber seals or wear parts.
Synthetic granite sink	3 Years	1 Year	1Y Bangkok and surrounding	<ul style="list-style-type: none"> • Staining caused by use is not guaranteed. (food color, lime stains, or stains) • Warranty only for leakage and tearing, excluding rubber seals or wear parts.
Food grinder	3 Years	3 Years	3 Y Bangkok and surrounding	
Cold water faucet	5 Years	1 Year	1 Y Bangkok and surrounding	<ul style="list-style-type: none"> • Ceramic valves are guaranteed for life only in the event of leakage at the faucet mouth.
Mix water faucet	5 Years	1 Year	1 Y Bangkok and surrounding	<ul style="list-style-type: none"> • Ceramic valves are guaranteed for life only in the event of leakage at the faucet mouth.
Electric hob	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> • Exclude glass or breakable parts.
Gas hob	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> • Exclude glass or breakable parts.
Freestand hob	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> • Exclude glass or breakable parts.
Tabletop hob	1 Year	1 Year	1 Y Bangkok and surrounding	<ul style="list-style-type: none"> • Gas supply valve warranty for 3 years. • Exclude glass or breakable parts.
Standard hood, Slimline Internal circulation system	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> • Only hood motor is warranty for 5 years. • Exclude glass or breakable parts and air filter equipment.
Standard hood, Slimline External circulation system	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> • Only hood motor is warranty for 5 years. • Exclude glass or breakable parts and air filter equipment.
Wall-mounted range hood Internal circulation system	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> • Only hood motor is warranty for 5 years. • Exclude glass or breakable parts and air filter equipment.
Wall-mounted range hood External circulation system	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> • Only hood motor is warranty for 5 years. • Exclude glass or breakable parts and air filter equipment.



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	Product	Spare part	Labour / Travelling	
Dual motor wall-mounted hood Internal circulation system	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Only hood motor is warranty for 5 years. Exclude glass or breakable parts and air filter equipment.
Dual motor wall-mounted hood External circulation system	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Only hood motor is warranty for 5 years. Exclude glass or breakable parts and air filter equipment.
Island hood Internal circulation system	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Only hood motor is warranty for 5 years. Exclude glass or breakable parts and air filter equipment.
Island hood External circulation system	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Only hood motor is warranty for 5 years. Exclude glass or breakable parts and air filter equipment.
Electric oven	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Exclude glass or breakable parts.
Microwave - Big size	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Exclude glass or breakable parts.
Microwave - Small size	2 Years	1 Year	1 Y Bangkok and surrounding	<ul style="list-style-type: none"> Exclude glass or breakable parts.
BBQ grill	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	
Big coffee maker	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	
Small coffee maker	2 Years	1 Years	1 Y Bangkok and surrounding	
Dishwasher	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Exclude glass or breakable parts.
Floor-standing refrigerator (Hafele)	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Compressor warranty 5 years Exclude glass or breakable parts and air filter equipment.
Floor-standing 2-door refrigerator (Hafele)	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Compressor warranty 5 years Exclude glass or breakable parts and air filter equipment.
Built-in refrigerator (Hafele)	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Compressor warranty 5 years Exclude glass or breakable parts and air filter equipment.
Floor-standing refrigerator (Liebherr)	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Compressor warranty 5 years Exclude glass or breakable parts and air filter equipment.
Built-in refrigerator (Liebherr)	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Compressor warranty 5 years Exclude glass or breakable parts and air filter equipment.
Smart Table	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Compressor warranty 5 years Exclude glass or breakable parts and air filter equipment.
Floor-standing wine cooler	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Compressor warranty 5 years Exclude glass or breakable parts and air filter equipment.
Built-in wine cooler (Liebherr)	3 Years	3 Years	3 Y Bangkok and surrounding 2 Y upcountry	<ul style="list-style-type: none"> Compressor warranty 5 years Exclude glass or breakable parts and air filter equipment.



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Product group	Warranty period (Free of charge)				Remark
	Product	Spare part	Labour	Travelling	
Small Appliance #1 (Breakfast maker, ice maker, water filter, pulp extractor)	2 Years	1 Year	1 Y Bangkok and surrounding	-	• Exclude glass or breakable parts.
Small Appliance #2 (Hand blender, egg beater, hand grinder)	2 Years	1 Year	1 Y Bangkok and surrounding	-	• Exclude glass or breakable parts.
Kitchen fittings	1 Year	1 Year	1 Year	1 Year	

Note

- ** Refrigerator products: In the case of only doing this point, the model can make ice and dispense water inside. If there is a point to connect the water filter to the refrigerator, there will be an additional charge of 600 baht per point.
- * In the case of lifetime warranty If any model is discontinued or is not currently produced, it will not be covered by these warranty conditions.
- * Warranty from the date of purchase
- * Build-in installation is not accepted in any case.
- * Cancels the appointment suddenly (less than 24 hours) or the actual work site makes it impossible to proceed. There will be charge 500 baht both in and out warranty.
- ** Labor and travel fee : Free areas are Bangkok and surrounding areas (Nonthaburi, Samut Prakan, Pathum Thani, Nakhon Pathom, Samut Sakhon)
The remaining provinces is the first 40 kilometers round-trip distance is free. Kilometer 41 onwards costs 7 baht per kilometer, measured from the Häfele showroom closest to that area.
- * Passenger boat : Areas that must travel by passenger boat, such as ferries across islands, will be charged according to actual travel costs.
- * Risk cost : 1,500 baht for areas in Yala, Pattani, Narathiwat provinces
- * The staff will inform you of the possibility of all charges in advance for consideration decide receiving the service
- * The company warranty installation and repair work 90 days, excluding problems caused by customer use or problems that are not caused by repairs, installation, and production processes.