



HOW TO CLAIM YOUR 2 YEAR WARRANTY

We are confident that you will enjoy many years of trouble free use and as part of our customer care package we are delighted to offer you a 5 year warranty for parts and 2 year warranty for labour.

All Stoves products are built to the highest standards and our reputation for reliability, quality and value for money is second to none.

To qualify for your 5 year part and 2 year labour warranty all you have to do is email **warranty@gdha.com** within 28 days of purchase. Failure to register this promotion will default your cover to the standard 1 year labour warranty.

Valid on selected Stoves range cookers only purchased from an authorised Elite Retailer. All Elite Retailers can be viewed at www.stoves.co.uk.

If your Stoves product has a defect to which this warranty applies, please call the Stoves customer care team on 0344 815 3740 (low call rate). In the event that an engineer is required, you will be asked to provide your receipt as proof of purchase.

Call Centre Opening Hours: Monday to Thursday 8am - 6pm, Friday 8am - 5.30pm, Saturday 8.30am - 2pm and Sunday 10am - 2pm.

Please note, acceptance of the 5 year warranty does not affect your statutory rights. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.

The warranty is subject to the following terms and conditions:

- All claims are accompanied by evidence of the date of purchase, such as a sales receipt, showing that the appliance was bought within the stated warranty length period prior to the date of claim.
- The appliance was correctly installed and operated in accordance with the manufacturer's operating and maintenance instructions.
- The appliance has not been altered, maintained, dismantled or otherwise interfered with by any person not authorised by Stoves.
- All repair work is undertaken by the Stoves service network or an appointed agent of Stoves.
- The warranty is valid only in the UK.
- The defect was not due to accident, misuse, unauthorised modification or inexpert repair.
- The appliance is only used on the electricity or gas supply printed on the rating plate.
- Any parts removed during repair work or any appliance that is replaced become the property of Stoves.
- Consumable parts, such as fuses in plugs & bulbs, which require routine replacement, are excluded from the warranty.
- Stoves shall not be liable for any indirect or special loss, costs arising from not being able to use your appliance, loss caused when the appliance breaks down or damage howsoever caused.

For clarity the following are NOT covered by the warranty.

- Damage resulting from transportation, improper use, neglect or interference or as a result of improper installation.
- Replacement of any removable parts made of glass or plastic.
- Accessories or consumable items including, but not limited to, filters and light bulbs.
- Usage of the appliance in a commercial or non-domestic premises will invalidate your warranty.

To qualify please email warranty@gdha.com within 28 days of purchase. You will need to supply the following information: Name / Address / Contact Number / Postcode / Email Address / Date of Purchase / Model Number / Serial Number / Place of Purchase.

Policy number

Policy start date

Policy end date