

Terms & Conditions

TCL 5-year Manufacturer's Warranty for Free-Built-In Range ("Warranty")

These Terms and Conditions are applicable to purchases made as from 1st September 2024.
Congratulations on choosing to extend the warranty of your TCL Free-Built-In Refrigerator. This Warranty extends the standard TCL Manufacturer's Warranty up to 5 years. Therefore, you must read these Terms & Conditions in conjunction with the terms and conditions of the standard TCL Manufacturer's Warranty.

For further details about your standard TCL manufacturer's warranty, please visit your TCL local website:

· [UK/English](#)

As a consumer, you have rights according to the national legislation applicable to consumers in your region. These statutory rights are not affected by this Warranty, nor does it limit your rights vis- à-vis the reseller from whom you purchased the product.

Please review the following Terms and Conditions carefully.

1. Identification of the Parties

This Warranty is provided by TCL, as the manufacturer, to the consumer that have been identified themselves with their TCL account following the registration steps provided in Article 5 and 6 below ("You" or "Your").

You must have bought an eligible TCL Free-Built-In Refrigerator ("Product") in one of the selected countries (as described herein) as from 1st September 2024

Depending on Your country of purchase, this Warranty will be executed by a different TCL entity ("TCL"). You can refer to below description.

You hereby acknowledge and accept that TCL may delegate the service provision under this Warranty to any third party and that the Warranty service may not be performed by TCL directly.

The selected countries and corresponding TCL entity ("TCL") are identified as below:
TCL Electronics UK Limited, with its registered offices at:

The Porter Building,
1 Brunel Way,
Slough, Berkshire, SL1 1FQ
United Kingdom

2. Description and Duration of the Warranty

This Warranty is provided to You free of charge to extend the standard TCL Manufacturer's Warranty up to 5 years under the same conditions.

3. Eligibility

All Free-Built-In Refrigerators branded TCL that are sold in the selected countries as from 1st September 2024 are covered by this Warranty.

The Models of the eligible TCL Free-Built-In Refrigerators are the following ("Product"):

Refrigerators:

- RC518 (4 door)
- RC605 (SBS)

4. Warranty Duration

This Warranty is provided for five (5) years starting at your date of purchase ("**Warranty Duration**").

Your Claim (as described in Article 7) must be done within the Warranty Duration.

5. Registration Requirement

You must register Your Product Warranty within thirty (30) calendar days from the date of purchase with your TCL account.

Failure to register within this specified timeframe will result in the Warranty becoming null.

By registering, You agree that TCL will process your personal data in accordance with our Privacy Policy (<https://www.tcl.com/global/en/legal/privacy-notice>) and for the purpose of executing this Warranty.

6. How to Pre-Register and Activate your Warranty

- **Create (or login to your My TCL) TCL Account:** Warranty Registration is an exclusive service to customers with a TCL account.
- **Provide Product Details:** model name, serial number, and invoice.
- **Complete the Warranty Registration Form:** Complete the Warranty Registration form to activate your Free 5-year Manufacturer's Warranty for Free-Built-In Refrigerators*.

*Eligible Free-Built-In range Refrigerators purchased from September 2024 in selected countries.

Considerations:

Please ensure that the correct Serial Number and Invoice pictures are submitted to validate the activation of your Free 5-year Manufacturer's Warranty.

- **Serial Number:** This picture must be taken directly from the product itself. The Serial Number typically contains 11 characters and is printed on a label at the back of the product, or the top left-hand side. Please avoid pictures of the Serial Number on the product box.

- **Invoice:** A valid invoice is necessary for verification purposes. Other documents will not be accepted.

Picture quality: Please ensure all images & documentation are clear and readable.

TCL Customer Care will review your product documentation upon submission.
Please note that failure to comply with the provided documentation may result in rejection.

7. How to Claim your Warranty

To benefit from this Warranty, You must:

a. Request a Repair Service with our technical team to receive professional assistance within the time limit of your Warranty Duration

Visit your Local website:

You can request a Repair Service for your TCL Product through Your TCL account.

Online bookings and Warranty claims are only available for consumers with a TCL account and with a pre-registered Warranty according to Article 6 of these Terms and Conditions.

b. Let TCL technician examine your Product and assess the situation.

8. Limited liability of TCL

If all the terms and conditions of application of this Warranty are met, TCL commits only to provide the following services:

- If your Product is a Free-Built-In Refrigerator,
o the extension of the standard TCL Manufacturer's Warranty up to 5 years under the same conditions (parts and labour).

9. Conditions and limitations

The Warranty does not cover below situations:

1. Damage and damage caused by accidents, including but not limited to lightning, fire, water and liquids, chemicals, floods, vibrations, improper environment (eg excessive heat, humidity, inadequate ventilation etc.), overvoltages, excessive or inadequate power supply, radiation, electrostatic discharges.

2. To the risks of transport as well as to damage and deterioration caused to the Product during the transport of the manufacturer, reseller or authorized service center to You, is imperatively to be notified by You to the carrier at the time of delivery and receipt of the Product on the delivery note (opening of the carton in the presence of carrier and detail the deterioration on the delivery note), failing a reasoned protest must be sent to the carrier by registered letter with acknowledgment of receipt within a maximum of three (3) days of receipt. You must also inform the manufacturer within the same period by email to the address indicated on the warranty card. After this period, no further protest will be admissible.

3. Damage to the Product caused by use not in accordance with a normal personal or private use, especially in the case of industrial, commercial or professional use, improper use or installation not in accordance with the technical specifications and in particular in case of non-compliance with the conditions prescribed in the instructions for use given to You at the time

of purchase.

4. Use of the Product with non-compatible or defective consumables, accessories, or peripherals.

5. Negligence, lack of supervision, lack of maintenance or maintenance of the Product not in accordance with the manufacturer's instructions for use.

6. Damage caused by natural wear, force majeure or any other external cause.

7. Modifications, adaptations and alterations of the Product for use in a country different from those for which it was originally designed and manufactured, and any deterioration caused by these modifications.

8. Modifications, adaptations, interventions, and alterations of the Product (opened or disassembled), carried out by a third party, by an enterprise not authorized by the manufacturer or by an individual.

9. Maintenance and repairs made or attempted by persons other than the manufacturer or a service center approved by the manufacturer.

10. For different uses of normal household uses and for use in a country different from those for which it was originally designed and built.

11. An installation or use of the Product that does not conform to the technical or safety standards and regulations in force in the country where it is installed and used.

12. If the serial numbers of the Product are missing or illegible.

13. To technical limitations or specificities as mentioned in the user manual.

14. Consumables and fragile parts and accessories other than the part covered by this Warranty.

15. Virus infections or Product use with software not provided or incorrectly installed.

16. To aesthetic defects, especially scratches, traces of shocks etc. caused to external parts of the Product that do not interfere with its operation.

17. Defects caused by infestation with parasites or insects.

10. Remedies for breach

You understand that TCL may not be liable for damages caused to and suffered by You due to any failure to meet the obligations herein.

11. No right to transfer

Your rights provided in this Warranty are not transferable to any third party. This Warranty is especially granted to You.

Any transfer of ownership of the Product will result in this Warranty being null and void.