

# Terms & Conditions

## TCL 10-Year Digital Inverter Commercial Warranty (“Warranty”)

*These Terms and Conditions are applicable to purchases made as from 1st January 2024.*

Congratulations on choosing to extend the inverter warranty of your TCL appliances.

This Warranty is provided in addition to the standard TCL manufacturer’s warranty. 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 Washing Machines and Refrigerators (“**Product**”) in one of the selected countries (as described herein) as from 1<sup>st</sup> January 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:

**United Kingdom**

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.

The Inverter is an important part of your Product and TCL undertakes under these terms and conditions to provide You with a functioning Inverter during ten (10) years from the date of purchase of the Product.

**3. Exclusions of Warranty**

This Warranty does not cover the cost of manpower or onsite visits by a technician. Such costs are Your responsibility.

To benefit from this Warranty coverage, You will have to pay such expenses.

#### **4. Eligibility**

All Washing machines and Refrigerators branded TCL that operate with an inverter engine and are sold in the selected countries as from 1st January 2024 are covered by this Warranty.

The Models of the eligible TCL Washing Machines and Refrigerators are the following (“Product”):

##### **Washing Machines:**

FF0824SA0UK

FF0824WA0UK

FF0924SA0UK

FF0924WA0UK

FF0924SA5UK

FF0924WA5UK

FF0824SA5UK

FF0824WA5UK

FF0714WA0UK

FF0814WA0UK

FF0914WA0UK

FF0914SA0UK

FF1014WA0UK

FP0934SA0UK

FP0934WA0UK

FP0834WA0UK

FP0834SA0UK

FF0914WA1UK

CP1012SA0UK

FF1024SA0UK

FF0714WD0UK

FF0814SC0UK

FF0814WC0UK

FF0914WC0UK

FF1014SC0UK

FF1014WC0UK

FP0824WC0UK

FP0924WC0UK

**Refrigerators:**

RP320FXE0UK

RP320FBE0UK

RP522CXE0UK

RP522CBE0UK

RP505SXF1UK

RF318BSE0UK

RP318BWE3UK

RP318BWC0UK

RP318BSC0UK

RF282BSE0UK

RP282BXE0UK

RP470CXE1UK

RP466CXE0UK

RC513SSE0UK

RC513SBE0UK

RP466CSE1UK

RF318BWE1UK

RP318BSE1

RP470CSE1UK

RC456CXE0UK

RP505SXF0UK

RP470CXE0CY

RP470CXE2UK

RP466CXE1UK

RP436FXE0UK

RP318BXE1UK

RC518CXD0UK

RC605SXD0UK

RC518CXD0UK

RC605SXD0UK

RC518CXD0

RC605SXD0

RP631SSE1UK

RP503SXE1UK

RP318BSE1UK

RP505SXE1UK

RP505SSE2UK

RP503SSE1UK

## **5. Warranty Duration**

This Warranty is provided for ten (10) years starting at your date of purchase (“**Warranty Duration**”).

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

## **6. 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/uk/en/legal/privacy-notice> ) and for the purpose of executing this Warranty.

## **7. How to Pre-Register and Activate your Warranty**

What's Needed?

- **Create a TCL Account:** Warranty Registration is an exclusive service to customers with a TCL account.

- **Provide Product Details:** model name, serial number, and invoice or proof of purchase.
- **Complete the Warranty Registration:** Complete the Warranty Registration form to activate both the standard TCL manufacturer's warranty and the additional Free 10-Year Inverter Warranty\*.

## **8. 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.

<https://www.tcl.com/eu/en/extended-warranty/choose-country>

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

If the origin of the breakdown is coming from a damaged or malfunctioning of the inverter engine, the technician will order the spare part for You.

- c. Let our technician install the inverter to Your product.

The inverter will be shipped to our technical team. You will be informed and will have to book a time slot for them to come over and install the Inverter to Your Product.

## **9. 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 washing machine,

- o the provision of a functioning motor free of charge which can be new or refurbished, including shipping.
- If your Product is a refrigerator,
  - o the provision of a functioning compressor free of charge which can be new or refurbished, including shipping.

## **10. 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.*

## **11. 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.

In case where TCL fails to make available the inverter for the purpose of this Warranty, TCL undertakes to provide You with an alternate solution.

## **12. 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.