

Terms & conditions 5 years All-in+ Warranty

These terms and conditions regarding this commercial warranty ("**Terms**") apply to household appliances purchased from the "All-in+" package offered by BSH Huishoudapparaten B.V., with its registered office at Taurusavenue 36, 2132 LS Hoofddorp, the Netherlands, and its website <https://www.all-in-plus.com> ("**BSH**").

The rights under these Terms apply in addition to the rights you, as a consumer, have under the statutory warranty against the party from whom you purchased your product (the seller). Under the statutory warranty, you are entitled, in certain cases, to free delivery of a defective product, free repair, or free replacement of the product. These Terms do not affect these statutory rights in any way. Based on these Terms, BSH provides a 5-year warranty on household appliances ("**Warranty**") in accordance with the provisions below. More information regarding our repair service [can be found here](#).

1. Acquisition & Duration

a) BSH provides a Warranty on its household appliances purchased from the BSH "All-in+" package ("**Household Appliances**") for a period of **60 months**. This period commences upon delivery (or, if that date cannot be proven, upon purchase) of the Household Appliances to the first end user ("**Warranty Period**"). Coverage commences automatically.

b) During the Warranty Period, BSH will repair any defects in a Household Appliance that are a result of material, design, and/or manufacturing errors free of charge. However, these defects must be reported to BSH during the Warranty Period and immediately after discovery.

c) Vacuum cleaner batteries are covered by this Warranty.

d) The Warranty applies to "new household appliances." This refers to household appliances that have not been used until the moment of delivery to the end user. Appliances that contain minor damage but have not been used are considered "new appliances" and are therefore covered by this Warranty.

e) These Terms and Conditions apply to Appliances purchased by the first end user on or after December 2025.

2. Exclusions

This Warranty does not cover:

a) Household Appliances that are not "new" (see Article 1, paragraph d);

b) Defects in, or damage to, a Household Appliance that are reported to BSH before or after the Warranty Period;

- c) Defects in, or damage to, a Household Appliance resulting from use in a non-domestic environment and/or from non-domestic use (non-domestic use includes, but is not limited to, use of an appliance to generate revenue or profit);
- d) Accessories;
- e) Defects in the door seal (in the case of a washing machine) and door seals;
- f) (Light) Fragile parts of a Household Appliance such as glass, plastic, and light bulbs;
- g) Anticipated deterioration in the functionality of the Household Appliance;
- h) Minor deviations from the desired properties of the Household Appliance, insofar as these are not significant for the value and functionality of the appliance;
- i) Cosmetic damage such as, but not limited to, scratches, scrapes, and dents;
- j) Damage resulting from the chemical and electrochemical effects of water and, in general, from abnormal environmental factors or contact with substances to which the Household Appliance is not otherwise resistant;
- k) Defects in, or damage to, a Household Appliance that can be traced back to movement by or on behalf of the end user, incorrect installation, incorrect use, incorrect operation, incorrect loading, and/or failure to observe the appliance's installation or operating instructions;
- l) Defects in, or damage to, a Household Appliance that can be traced back to incorrect or non-compliance with the maintenance and cleaning instructions as specified in the appliance's operating instructions; m) Damage caused by the user of the Household Appliance failing to take all reasonable steps to prevent further damage to the appliance or the surrounding area, for example, by continuing to use the appliance;
- n) Defects in, or damage caused by, a Household Appliance repaired by persons not authorized by BSH, which caused the defect or damage;
- o) Defects in, or damage caused by, a Household Appliance fitted with spare parts, additions, or accessories other than original BSH products, which caused the defect or damage;
- p) Household Appliances whose E-number (type number), FD-number (manufacturing number), and/or serial number on the identification plate have been removed, altered, or made illegible;
- q) BSH Household Appliances purchased from a retailer located outside the EU/EFTA zone (see also Article 8);

r) Damage arising outside the Household Appliance, including consequential and indirect damage;

s) Loss of and damage to the Household Appliance as a result of an event normally covered by comprehensive home contents insurance.

3. Repair of Household Appliances

a) If a Household Appliance is covered by the Warranty, defective parts of that appliance will be repaired free of charge or replaced with proper parts free of charge, at BSH's discretion. The initial charge, labor costs, and the costs of the necessary parts will be fully reimbursed under this Warranty.

b) Replaced parts become the property of BSH.

4. Replacement of Household Appliances

a) If repair or replacement of parts of the Household Appliance (see Article 3) is not reasonably possible or cannot reasonably be expected of BSH (which will be the case in any case if the repair costs exceed 75% of the purchase price of the appliance to be repaired or an equivalent type), BSH will, if the end user so requests, provide a replacement Household Appliance that is as similar as possible within a reasonable period of time. b) If the date of delivery of the Household Appliance (or, if that date cannot be proven, the date of purchase) was more than two years ago (i.e., within years 3 through 5 of the Warranty Period), the following applies: Upon replacement of a Household Appliance, BSH may charge the end user a fee to be determined by BSH.

c) In addition, if the Household Appliance was purchased from BSH, BSH may unilaterally terminate the purchase agreement for the Household Appliance.

d) The replaced Household Appliance becomes the property of BSH.

5. Warranty Procedure

a) Defects must be reported to BSH during the Warranty Period and immediately after discovery.

b) To make a claim under the Warranty, BSH can be contacted via one of the following channels:

- Telephone;
- Email;
- Online form.

c) The end user can find the respective contact details on this website: <https://www.all-in-plus.com/nl-nl/contact>.

d) If an end user wishes to make a claim under this Warranty, they must present the complete and unaltered purchase receipt for the Household Appliance, showing the purchase and/or delivery date. BSH may request additional proof of purchase, previous repairs, and/or the warranty certificate.

e) Household appliances that are reasonably transportable (e.g., small household appliances) and for which a claim is being made under the Warranty must be handed over to the nearest BSH customer service or customer service partner or sent free of charge. A claim for on-site repair is only possible for household appliances for which transport is not reasonably possible.

6. Consequence of Warranty

A successful claim under this Warranty does not extend the Warranty Period, nor does it constitute the start of a new Warranty Period. The Warranty Period for built-in parts ends at the same time as the Warranty Period for the Appliance as a whole.

7. Other Claims

Apart from claims arising from the statutory warranty or other warranties the end user has taken out, the end user will not be entitled to any claims other than those stated in these Terms and Conditions during the Warranty Period.

8. International

If a Appliance is moved to another country ("**Abroad**"), this Warranty will no longer apply to that Appliance. Different warranty conditions may apply abroad. You can inquire about this with the BSH branch in your country, the BSH branch abroad, or the point of sale where you purchased the Appliance. When moving abroad, check whether the appliance meets the technical requirements (e.g., voltage, frequency, gas type, etc.) of the country in question and is suitable for the prevailing climatic and environmental conditions.

9. Other Information

a) BSH processes personal data in accordance with the General Data Protection Regulation (GDPR). More information about this processing can be found on the website: <https://www.all-in-plus.com/nl-nl/informatie-over-gegevensbescherming>.

b) This Warranty is governed by Dutch law, excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG).

c) BSH customer service and its service partners remain available to assist you even after your Warranty expires. You can contact them using the details provided in Article 5.