



Mr Michael Jobling
13 Station Road
Houghton Le Spring
Tyne and Wear
DH4 5AH

Warranty Certificate

ABOUT YOUR WARRANTY

Registration Number:	HIS3134325
Warranty Product:	2 Years Manufacturer Warranty
Warranty Start Date:	27/08/2017
Warranty Expiry Date:	26/08/2019
Product:	Hisense Television 40" – 49" H43N5700
Model:	H43N5700
Serial Number:	301R6G171212UKG44H10426
Purchase Date:	27/08/2017
Retailer:	AO.com

PLEASE NOTE The warranty is subject to the attached terms and conditions. Claims can only be made during the dates stated above.

Administered by Pacifica Home Services Limited
Pacifica House, The Venter Building, Houghton le Spring, Durham, DH4 5RA

Standard Warranty Terms and Conditions

1. Warranty Period
 - a. Subject to the conditions below this appliance by Hisense and/or its Agents to be free from defects in materials and workmanship for a period of 24 months (2 years)* from the date of purchase, under normal usage, by the original owner.
 - b. Commences from the date of purchase, a period specified for replacement of the parts and its component as below :-
 - i. All parts (excluding accessories)
2. Product Identification
 - a. Hisense reserves the right to reject claims for any services/work where the customer requesting such services/work from Hisense and/or its agents cannot produce for verification the serial number and the proof of purchase as per original cash bills or purchase invoice.
 - b. The warranty will be void if any Serial Number sticker provided to be placed on the equipment is damaged, modified or removed.
 - c. In the event that a request for repair is made against a warranty where the Serial Number sticker is not attached to the product or the customer cannot produce for the verification the original cash bill or invoice, the agents will not affect any repairs on the defective product and the customer will be charged a service call-out fee.
3. Warranty Conditions
 - a. This warranty applies to each new product purchased for domestic use in the UK.
 - b. This warranty covers any manufacturing defects arising from normal usage within the warranty period.
 - c. This warranty covers services by Hisense service agents only.
 - d. This warranty form is not replaceable in the event of loss and is non-transferable.
 - e. This warranty is void if there is any unauthorised access to the hardware of the product or it has been dropped or suffered collision with another object.
 - f. Hisense or its authorised services agent will at its option and without charge, repair or replace the defective parts or components of the product. Any parts replaced under this warranty shall become the property of Hisense UK Ltd.
 - g. Customers are required to present the warranty form together with the purchase invoice/receipt for free warranty service, failing which Hisense or its authorised services agents reserves the right to decline any warranty claim.
 - h. Hisense accepts no liability for lost, damaged, or stolen claims as a result of freight, transport or storage.
 - i. Extra charges will be payable by the warranty holder should your appliance not be reached without special equipment, such as but not limited to cranes and lifts or should the appliance be installed in a position that service access is blocked and/or repair work is not possible without uninstalling the unit.
4. What is not covered in this warranty (excluded):
 - a. Defect caused by the attack of household pests, fire, lightning, natural disaster flood, pollution, spikes, power surges, incorrect power current, voltage/current fluctuation, dirt, rust, corrosion, salt build-up or resulting from excessive use "fair Wear and Tear".
 - b. Any damage or failure due to tampering, alteration or repair by unauthorised person, misuse, negligence, riots or accident.

- c. Damage caused by improper testing, demonstration, maintenance, installation, adjustment, impact or alteration of any kind.
- d. Product damage or failure caused by overheating as a result of siting or positioning of the equipment, where there is not provision for adequate ventilation or a dust free environment.

**Purchase a selected Hisense U9A or U7A ULED 4K TVs between 00:01 (BST) on 16 April 2018 and 23:59 (BST) on 15 July 2018 (Promotion Period) from a participating retailer are eligible to claim an additional 2 years' warranty, bringing the total warranty period to 4 years from the date of purchase. Warranty registrations to be made online before 31 July 2018. For warranty registrations after 31 July 2018, call us on 03330 436 697. For full terms and conditions of this '4 Year Extra-Time' Warranty promotion, please find the details below.*

Promotion: Hisense '4 Year Extra-Time' Warranty Terms and Conditions

Available to customers who purchase a selected Hisense U9A or U7A ULED 4K TVs between 00:01 (BST) on 16 April 2018 and 23:59 (BST) on 15 July 2018 (Promotion Period) from a participating retailer. Warranty registrations to be made online before 31 July 2018.

Our details

Hisense UK Limited, Unit 2 Meadow Court, Millshaw, Leeds, West Yorkshire, LS11 8LZ.

Promotion Products

The Promotion only applies to the following models of Hisense TVs (Promotion Products):

H75U9AUK
H65U7AUK
H55U7AUK
H50U7AUK

Promotion Period

The Promotion will be available to customers who purchase a Promotion Product between 00:01 (BST) on 16 April 2018 and 23:59 (BST) on 15 July 2018 (Promotion Period) from a participating retailer.

Eligibility

You must be a UK resident aged 18+ only (Participant).

The Promotion is only available to consumers (i.e. not to any business or reseller). For these purposes, a consumer is a person that means an individual acting for purposes which are wholly or mainly outside that individual's trade, business, craft or profession. The Promotion is not available to any business customer or reseller.

Promotion

Your Hisense TV warranty period starts from the date of purchase as shown on the purchase receipt. The standard warranty period ends 24 months later. By registering the warranty for your Promotion Product, so long as it was purchased during the Promotion Period, you will receive an additional 2 years' warranty, bringing the total warranty period to 4 years from the date of purchase.

Participating Retailers

To claim this offer, you must have purchased from a participating retailer in the UK.

Purchases from Costco, John Lewis, Richer Sounds, auction websites (e.g. eBay), from third-party sellers on online retailers' websites (e.g. Amazon Marketplace) are excluded from this promotion.

How to claim

To claim your 4 year extra-time warranty, visit www.hisensewarranty.co.uk and register your product before 31 July 2018. For registrations after this date, call us on 03330 436 697. The Participant must be able to provide a valid proof of purchase when requested.

During online registration, you must select "Television - 4 year extra-time promotion" as the Product Type, and select the qualifying model from the drop down menu. Upon completion of the registration, the Participant will then receive confirmation of the 4 year warranty by email.

Warranty services covered

The terms of the 4 year extra-time warranty are set out on the warranty card that is enclosed with the Promotion Product, except that the duration of the warranty will be 4 years from date of purchase, as described above. You have legal rights relating to the sale of consumer products. The warranty does not affect any legal rights that you might have, and our warranty is in addition to those legal rights.

Contact

In order to make a claim under the 4 year extra-time warranty, please contact our service and repairs helpline: 03330 436697

Complaints must be made in writing to:

Hisense UK Limited

Unit 2 Meadow Court

Millshaw

Leeds

West Yorkshire

LS11 8LZ

Phone: +44 (0) 113 395 6930