

Concierge Terms and Conditions:

These Terms and Conditions set out how the Concierge Services work and explain our obligations to you and your obligations to us. Our General Conditions of Sale apply to the purchase of the relevant product and nothing in these Terms and Conditions seek to vary or amend those General Conditions of Sale or your rights under them.

The Concierge Service is provided by Haier Smart Home UK&I Ltd.

1. Duration of service:

The Haier Concierge Service (as described in paragraph 2 below) will be available to you automatically free of charge for a fixed period of 3 months from date of purchase of the relevant product.

Following the end of the 3-month service, warranty support can be facilitated through our customer contact centre by calling 0333 003 8122.

The service can be terminated by you at any time before expiry of the fixed period via e-mail or telephone at your request.

The products included are;

- X Series 11 Washing Machine (31020198)
- X Series 11 Tumble Dryer (31102846)
- I-Pro Shine Series 7 Dishwasher (32002581)

2. Description and access of service:

(2.1) The service is a free of charge service automatically available to the customer who placed the order (and including members of the same household) on selected products featuring the concierge badge. This only applies to selected products purchased via the Haier website. This service is currently not available on any other retail partner website.

(2.2) We will contact you by telephone on the day of your order being placed for all eligible products. This will be an introductory telephone call to provide contact information for your concierge to utilise the service. This call will also be to discuss the service offered and how you can access the services.

(2.3) The service is only intended to explain the delivery and installation processes, and introduce you to various features and functions of the product and answer queries in respect of such. The service is not provided by an engineer.

(2.4) You can access the service by telephone on the number provided in the welcome call or alternatively by SMS message or email. The service will be provided on working days, which are defined as between Monday to Friday 9am to 5pm, however SMS messages and emails can be sent out of hours to be picked up within 1 working day.

(2.5) If we are unable to answer a request for services during your initial call to us, we will call you back or email you at an agreed time, unless the request is outside the scope of the service, in which case you will be directed as to how to manage your request. When emailing us or sending us an SMS message with a request for services, we will endeavour to respond to you within 1 working day.

(2.6) When attempting to access the service, you may be asked to provide some personal information or identifiers to enable us to verify your product and service.

(2.7) The service will be provided in English only.

3. Refusal of service

We reserve the right to refuse a request for services if:

- (a) we have a reasonable belief the person contacting us is not eligible to receive the services;
- (b) your instructions are not clear;
- (c) it is for a service we do not provide under the concierge service, such as technical queries;
- (d) you are abusive to or act inappropriately towards any member of our staff; or
- (e) we believe that it may put us in breach of any law or regulation.

4. Contact Details

If we need to contact you, we will use your address, telephone number, e-mail or other contact details you have supplied to us in connection with the purchase of the product. If these change at any time we recommend that you tell us about the change.

5. Personal Information and Data Protection

How we use any personal data you give us is set out in our [Privacy Policy](#)

6. Limitation on Liability

You acknowledge and agree that the service is a free service provided in connection with your purchase of the applicable product and as described in paragraph 2.3 above. As such we accept no liability under these terms for any issues arising in connection with the service and no terms implied by law shall apply to this service. Nothing in these terms affects your legal rights or those set out in the General Conditions of Sale which apply to the product.

Haier Smart Home UK&I Ltd reserves the right to edit, modify and change these terms at any time. We will let our customers know of any changes by email.

These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.