

**UNITED KINGDOM / IRELAND**  
**PANASONIC GUARANTEE**  
**CONDITIONS OF GUARANTEE**

This guarantee is in addition to and does not in any way affect any statutory or other rights of consumer purchasers. If within the applicable guarantee period (as shown in 8 below) the appliance proves to be defective by reason of faulty design, workmanship or materials, we undertake subject to the following conditions to have the defective appliance (or any part or parts there of) repaired or at our discretion replaced free of charge.

1. The appliance shall have been purchased and used solely within the EU /EEA countries and used therein solely for normal domestic purposes and in accordance with standard operating instructions and / or Safety standards required in the country where this appliance is used. The guarantee will not apply if the appliance is used in commercial or non domestic premises.
2. For appliances used in the UK, Channel Islands, Isle of Man and Republic of Ireland the appliance should be returned, on being found defective, to the authorised dealer from whom the appliance was purchased or to a service centre authorised by Panasonic, together with the proof of purchase.
3. This guarantee shall not apply to damage caused through fire, accident, misuse, wear and tear, neglect, incorrect adjustment or repair, to damage caused through installation, adaption, modifications, or use in an improper manner or inconsistent with the technical and/or safety standards required in the country where this appliance is used, or to damage occurring during transit to or from the purchaser.
4. The use of non Panasonic genuine parts and accessories may invalidate your warranty if a fault develops which is directly attributable to their fitting and use. Their fitting and use may also directly reduce the life expectancy and performance of the appliance. In addition, the purchaser shall not be entitled to any rights and / or remedies under this guarantee should the appliance have been dismantled or repaired by a person not authorised by Panasonic.
5. The purchasers sole and exclusive remedy under this guarantee against us is for the repair (or at our discretion the replacement) of the appliance or any part or parts and no other remedy, including, but not limited to, incidental or consequential damage or loss of whatsoever nature shall be available to the purchaser.
6. The guarantee does not apply to any items deemed to be of a natural limited life which include but are not limited to plugs, cables batteries, covers and filters, fluorescent tubes and starters. The guarantee shall not apply to the replacement of any removable parts made of glass or plastic.
7. Our decision on all matters relating to complaints shall be final. Any appliance or defective part which has been replaced shall become our property.
8. The guarantee period applicable to all appliances shall be 24 months from date of purchase except as shown below.  
Compressor (fitted in Refrigeration products) an additional 3 years, part only.
9. For appliances (except for industrial-use-products, large scale office business equipments, and products to be sold in the military market) used in any country of the EEC other than the U.K., Channel Islands, Isle of Man and Republic of Ireland, the conditions mentioned in the section "**Pan European Guarantee: Conditions applicable in any country other than the country of original purchase**", shown below, shall be applicable.

**Panasonic UK**

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**Pan European Guarantee: Conditions applicable in any country other than the country of original purchase:**

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A) When the purchaser finds the appliance to be defective, he should promptly contact the proper sales company or distributor in the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina where this guarantee is claimed, as indicated in the 'Product Service Guide' or the nearest authorized dealer together with this guarantee and proof of date of purchase.

The purchaser will then be informed whether

(i) the sales company or national distributor will handle the repair service; or

(ii) the sales company or national distributor will arrange for trans-shipment of the appliance to the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina where the appliance was originally marketed; or

(iii) the purchaser may himself send the appliance to the sales company or national distributor in the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina where the appliance was originally marketed

B) If the appliance is a product model which is normally supplied by the sales company or national distributor in the country where it is used by the purchaser, then the appliance, together with this guarantee card and proof of date of purchase should be returned at the purchaser's risk and expense to such sales company or distributor, which will handle the repair service. In some countries, the affiliated sales company or national distributor will designate dealers or certain service centres to execute the repairs involved

C) If the appliance is a product model which is not normally supplied in the country where used, or if the appliance's internal or external product characteristics are different from those of the equivalent model in the country where used, the sales company or national distributor may be able to have the guarantee repair service executed by obtaining spare parts from the country where the appliance was originally marketed, or it may be necessary to have the guarantee repair service executed by the sales company or national distributor in the country where the appliance was originally marketed. In either case, the purchaser must furnish this guarantee card and proof of date of purchase. Any necessary transportation, both of the appliance and of any spare parts, will be at the purchaser's risk and expense, and there may be a consequent delay in the repair service.

D) Where the purchaser sends the appliance for repair to the sales company or national distributor in the country of use of the appliance, the service will be provided on the same local terms and conditions (including the period of guarantee coverage) as prevail for the same model appliance in the country of use, and not the country of initial sale in the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina

Where the purchaser sends the appliance for repair to the sales company or national distributor in the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina where the appliance was originally marketed, the repair service will be provided on the local terms and conditions prevailing in the country of initial sale in the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina.

E) Some product models require adjustment or adaptation for proper performance and safe use in safety or other technical standards imposed or recommended by applicable regulations. For certain product models the cost of such adjustment or adaptation may be substantial and it may be difficult to satisfy local voltage requirements and safety or other technical standards. It is strongly recommended that the purchaser investigate these local technical and safety factors before using the appliance in another EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina.

F) This guarantee shall not cover the cost of any adjustments or adaptations to meet local voltage requirements and safety or other technical standards. The sales company or national distributor may be in a position to make the necessary adjustments or adaptations to certain product models at the cost of the purchaser. However, for technical reasons it is not possible to adjust or adapt all product models to comply with local voltage requirements and safety or other technical standards. Moreover, where adaptations or adjustments are carried out the performance of the appliance may be affected.

G) If in the opinion of the sales company or national distributor in the country where the appliance is used the purchaser has the necessary adjustments or adaptations to local voltage requirements and technical or safety standards property made, any subsequent guarantee repair service will be provided as above indicated, provided the purchaser discloses the nature of the adjustment or adaptation if relevant to the repair. (It is recommended that the purchaser should not send adapted or adjusted equipment for repair to the sales company or national distributor in the country where the appliance was originally marketed if the repair relates in any way to the adaptation or adjustment)

H) This guarantee shall only be valid in territories subject to the laws of the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina.

Please keep this guarantee with your receipt.