

Website - KitchenAid Repairability Guarantee Information

1) SCOPE AND TERMS OF THE GUARANTEE

- a) The Repairability Guarantee is applicable to the specific models listed below (as updated by us from time to time.), in each case purchased after January 1st 2022 (the “Products”) and in the Applicable Countries only.
- b) We guarantee that the Products will be repairable for the specified number of years from the date of first purchase directly from Kitchen Aid or an authorized dealer (as evidenced by a valid purchase receipt).
- c) We shall provide you with a repair service under this Guarantee to repair the defective product or product part at the servicing rates *applicable at the time the repair is requested*. You will be responsible for paying the cost of the repair including Product shipping.
- d) The Guarantee covers functional repairs only (any aesthetic defects are not covered under this guarantee - such as dings, dents, scratches, etc.). The Guarantee means that we will hold spare parts and retain technical knowledge to enable us to undertake repairs.
- e) This Guarantee is separate to any statutory or offered manufacturer warranty and is applicable outside those warranty periods. For our product warranty, please refer to the relevant sections of the KA Website or your user documentation.
- f) The Guarantee does not apply in the case of improper or abusive use, failure to follow the instructions for use, use of the Product at the wrong electrical voltage, installation and operation in violation of the applicable electrical regulations, and use of force (e.g. blows) or in case the product has been modified or converted.
- g) Nothing in this Guarantee restricts, modifies or excludes or purports to restrict, modify or exclude your statutory rights and remedies under applicable law, including your right to have goods repaired or replaced if the goods are not of acceptable quality.

Applicable Countries for Stand Mixers and Blenders (Eligible Products Below)

The “Applicable Countries” are:

- Belgium
- Netherlands
- Germany
- Austria
- France
- Italy
- Russia
- Ukraine
- Denmark
- Sweden

- Norway
- Finland
- Monaco
- Andorra
- Luxembourg
- UK
- Ireland
- Spain
- Portugal
- Poland
- Hungary
- Croatia
- Slovenia
- Czech Rep
- Slovakia
- Romania
- Bulgaria
- Serbia
- Bosnia
- Greece
- Turkey
- Cyprus
- Malta
- Baltics (Estonia, Lithuania, Latvia)
- Iceland
- Israel
- Switzerland
- Algeria
- Morocco
- Tunisia
- South Africa
- Madagascar
- United Arab Emirates
- Jordan
- Lebanon
- Qatar
- Oman
- Bahrain
- Kingdom of Saudi Arabia
- Kuwait
- Iraq
- Afghanistan
- Turkmenistan

Applicable Countries for Espresso (Eligible Products Below)

The “Applicable Countries” are:

- Australia
- Austria
- Belgium
- Denmark
- Finland
- France
- Germany
- Ireland
- Italy
- Luxembourg
- The Netherlands
- New Zealand
- Norway
- Poland
- Portugal
- Spain
- Sweden
- Switzerland
- United Kingdom

Eligible Products:

| Model Numbers | Product Name(s) | Term of Repairability Guarantee (from first purchase) |
|---|-----------------|---|
| <p>Stand Mixer Models :</p> <p>5KSM3311X</p> <p>5KSM125/156/175/185/180/195/193</p> <p>5KSM130/190/200</p> <p>5KSM70SH/5KSM60SX</p> <p>5KSM3310X</p> <p>5K45SS</p> <p>5KSM95</p> <p>5KPM5/5KSM7591/5KSM55XX/5KSM70JPX</p> <p>5KSM7990X</p> | | 15 Years |

| | | |
|---|---|----------|
| Blender Models : 5KSB4026/5KSB4034/5KSB4054 5KSBL5651/5KSB1325/5KSB1330/5KSB1320/5KSB1350 5KSB8270/5KSB6061 | | 15 years |
| Espresso Machines: 5KES8556/5KES8557/5KES8558 5KES6551 | Fully Automatic Espresso Machine KF6/ KF7/ KF8 Semi Automatic Espresso Machine with Burr Grinder | 10 years |

2) MAKING A CLAIM UNDER THE GUARANTEE

The consumer may make a claim under the Guarantee through the local KitchenAid website, by calling the local customer care number, or by sending an email to the local contact.

| Country | Phone | Website | Email |
|---|--------------------|--|-------------------------------|
| Afghanistan | - | - | - |
| Algeria | 00 213 21 67 77 48 | WWW.KITCHENAID-DZ.COM | sarldarhotel@YAHOO.COM |
| Andorra | 00800 381 04026 | www.kitchenaid.es | consumercare.es@kitchenaid.eu |
| Australia | 1800 990 990 | www.kitchenaid.com.au | enquiries@kitchenaid.com.au |
| Austria | 0080 0 38104026 | www.kitchenaid.at | consumercare.at@kitchenaid.eu |
| Bahrain | 00971 4 2310405 | https://www.kitchenaid-mea.com/ | - |
| Baltics (Estonia, Lithuania, Latvia) | 00371 2 0220275 | https://kitchen.eu/ | info@kitchen.ee |
| Belgium | 00800 381 04026 | www.kitchenaid.be | consumercare.be@kitchenaid.eu |
| Bosnia | - | - | - |
| Bulgaria | +359877175203 | https://www.kitchenshop.ro/ | office@kitchenshop.bg |

| | | | |
|--------------------------------|----------------------|---|--|
| Croatia | 00385955055220 | https://www.kitchenaid.hr/ | pusic@pusic.hr |
| Cyprus | 0035722872111 | WWW.HADJIKYRIAKOS.COM.CY | info@hadjikyriakos.com.CY |
| Czech Rep. | 0042 051 734 6256 | WWW.KITCHENAID.CZ | INFO@KITCHENAID.CZ |
| Denmark | 00800 381 04026 | www.kitchenaid.dk | consumercare.dk@kitchenaid.eu |
| Finland | 00800 381 04026 | www.kitchenaid.fi | consumercare.fi@kitchenaid.eu |
| France | 00800 381 04026 | www.kitchenaid.fr | consumercare.fr@kitchenaid.eu |
| Germany | 00800 381 04026 | www.kitchenaid.de | consumercare.de@kitchenaid.eu |
| Greece | 00302109478100 | HTTP://WWW.PAROUSIASI.GR | VRETTOS@SARAFIDISGROUP.GR |
| Hungary | 0036 70 519 4000 | https://www.kitchenaid.hu/ | szerviz@duisberg.hu |
| Iceland | 00354 5207900 | www.kitchenaid.is | sala@rafland.is |
| Iraq | - | - | - |
| Ireland | 00800 381 04026 | www.kitchenaid.ie | consumercare.ie@kitchenaid.eu |
| Israel | 001700700727 | www.newpan.co.il | info@newpan.co.il |
| Italy | 00800 381 04026 | www.kitchenaid.it | consumercare.it@kitchenaid.eu |
| Jordan | 00962.6.5850019 | https://adawatonline.com/adawat-contact-us | sales@adawatonline.com |
| Kingdom of Saudi Arabia | 00971 4 2310405 | https://www.kitchenaid-mea.com/ | - |
| Kuwait | 180-3535 | https://www.xcite.com/ | Xsupport@xcite.com |
| Lebanon | 00961 4 712300 | https://vresso.com/ | info@vresso.com |
| Luxembourg | 037 20 44 401 | www.kitchenaid.lu | EDL@GRLOU.COM |
| Madagascar | 0027 21 555 0700 | www.KitchenAidAfrica.com | hello@kitchenaidafrica.com |

| | | | |
|------------------------|------------------------|---|-------------------------------|
| Malta | 0356 23436000 | https://forestals.com/ | info@forestals.com |
| Monaco | 00800 381 04026 | www.kitchenaid.fr | consumercare.fr@kitchenaid.eu |
| Morocco | 00971 4 2310405 | https://www.kitchenaid-mea.com/ | - |
| The Netherlands | 00800 381 04026 | www.kitchenaid.nl | consumercare.nl@kitchenaid.eu |
| New Zealand | 0800 881 200 | www.kitchenaid.co.nz | enquiries@kitchenaid.co.nz |
| Norway | 00800 381 04026 | www.kitchenaid.no | consumercare.no@kitchenaid.eu |
| Oman | 00971 4 2310405 | https://www.kitchenaid-mea.com/ | - |
| Poland | 022 812 56 65 | www.kitchenaid.pl | consumercare.pl@kitchenaid.eu |
| Portugal | 00800 381 04026 | - | consumercare.pt@kitchenaid.eu |
| Qatar | 0097444151226 | https://tableartsqatar.com | LAGOONA@TABLEARTSQATAR.COM |
| Romania | +359877175203 | https://www.kitchenshop.ro/ | office@kitchenshop.bg |
| Russia | - | - | - |
| Serbia | - | - | - |
| Slovakia | 0042 051 734 6256 | WWW.KITCHENAID.CZ | INFO@KITCHENAID.CZ |
| Slovenia | 00386 (0)1 777 2999 | https://www.kitchenaid.si/ | info@filco.si |
| South Africa | 0027 21 555 0700 | www.KitchenAidAfrica.com | hello@kitchenaidafrica.com |
| Spain | 00800 381 04026 | www.kitchenaid.es | consumercare.es@kitchenaid.eu |
| Sweden | 00800 381 04026 | www.kitchenaid.se | consumercare.se@kitchenaid.eu |
| Switzerland | 032 475 10 10 | www.kitchenaid.ch | INFO@NOVISSA.CH |

| | | | |
|-----------------------------|-----------------------|--|-------------------------------|
| Tunisia | 0021671340287 | www.itkan.com.tn | RAMZI-ITKAN@GNET.TN |
| Turkey | 0090 312 397 35 17 | https://www.kitchenaid.com.tr/ | consumercare.tr@kitchenaid.eu |
| Turkmenistan | - | - | - |
| United Arab Emirates | 00971 4 2310405 | https://www.kitchenaid-mea.com/ | - |
| UK | 00800 381 04026 | www.kitchenaid.co.uk | consumercare.uk@kitchenaid.eu |
| Ukraine | 0 (800) 330 780 | kitchenaid-shop.com.ua | info@renklod.com.ua |

If you experience any problem with the product, you can contact the after-sales service by selecting your country and going to the customer care page.

After expiry of the Guarantee period or for products for which the Guarantee does not apply, the KitchenAid customer service centers are still available to the end-customer for questions and information.

Further information is also available on our websites:
international.kitchenaid.com