

**Miele**

# The **Prospect** of your **new Miele** will look even better with the **Miele Service Rebate**

As you are a valued Miele owner we are pleased to be able to present you with a refund of your Service Call Out Fee when you replace your current Miele appliance with a new model.

While it is always frustrating when it is no longer economically viable to repair an existing appliance, we are sure you will be inspired by the new world of Miele appliances which you can view online at [miele.com.au](http://miele.com.au) or 'in the flesh' at any Miele Experience Centre.

As always, everyone at Miele will go out of their way to ensure your changeover is easy and comes with all the excitement of owning a brand new Miele appliance.

We trust this token of our thanks for choosing Miele is the first step towards making the change to your new appliance as stress-free as possible.

Your friendly Miele Team.



**125**  
Years

## Miele Service Rebate

### Terms and Conditions

1. Please read the enclosed conditions carefully as they govern your entitlement, application and the facilitation of the Miele Service Rebate ("MSR"). The enclosed conditions should be read in conjunction with the Miele Terms and Conditions of Sale.
2. The MSR rebate applies to eligible private retail buyers of 'new' Miele domestic appliances. The offer explicitly excludes outlet stock, B-stock, display stock, floor-care and Miele Professional.
3. **Eligibility criteria**  
To be eligible for the MSR, claimants must satisfy all of the following criteria:
  - i. A service visit must have been completed by Miele or an authorised Miele Service partner – the results of which determined that the affected product is beyond economic repair;
  - ii. The claimant must procure a replacement Miele product in accordance with clause 2, within 90 days of the service visit in accordance with clause 3(i).
  - iii. The procured Miele appliance along with the service visit must be paid in full;
4. Eligible claims must be submitted within 90 days of the purchase invoice date. Unfortunately, claims submitted outside of this period cannot be regarded as valid.
5. To make a claim, please complete the online claim registration form at [miele.com.au](http://miele.com.au) Go to 'Customer Support / After Sales' and follow the link.
6. Miele reserves the right to verify and investigate all submitted claims, to make determinative decisions in relation to the claim and to deny the payment of a claim on reasonable grounds.
7. Miele may refuse to accept return of an appliance(s) in the event that Miele has paid a rebate with respect to the appliance(s) and the rebated amount is not returned to Miele.
8. The rebate will be paid by electronic funds transfer only (following validation) and verification that the order has been fulfilled and all monies owing to Miele have been paid.
9. Please allow for two (2) weeks processing time for payment. Claimants should not contact Miele for payment within this period.
10. Tax implications may arise in respect of the rebate payment, independent taxation / financial advice may be required.
11. By lodging a claim, the claimant excludes Miele from any liability for loss or damage resulting from or arising in connection with the claim or redemption to the full extent of the law.
12. Business associates, affiliates, Miele Agents (and their employees), Miele employees and their immediate families are not eligible to participate.

#### Head Office

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Auburn South VIC 3122  
Telephone:  
1300 4 MIELE (1300 464 353)  
[www.miele.com.au](http://www.miele.com.au)

#### Miele Experience Centre Doncaster

Shop 1136/7, Westfield Doncaster  
619 Doncaster Road  
VIC 3108

#### Miele Experience Centre South Melbourne

206-210 Coventry Street  
South Melbourne VIC 3205

#### Miele Partner Centre

509 Nepean Highway  
Brighton VIC 3186

#### Miele Experience Centre Canberra

Canberra Shopping Centre,  
148 Bunda St,  
Canberra ACT 2608

#### Miele Experience Centre Sydney

298 Victoria Avenue  
Chatswood NSW 2067

#### Miele Experience Centre Bondi

Shop 5001, Westfield Bondi Junction  
500 Oxford St  
Bondi Junction NSW 2022

#### Miele Experience Centre

Lower Ground Food Hall  
David Jones Elizabeth St. Store  
86-108 Castlereagh Street  
Sydney NSW 2000

#### Miele Partner Centre

90-98 Victoria Rd  
Drummoyne NSW 2047

#### Miele Experience Centre Brisbane

63 Skyring Terrace  
Newstead QLD 4006

#### Miele Experience Centre Gold Coast

Brickworks Centre  
131 Ferry Road  
Southport QLD 4215

#### Miele Experience Centre and Office Perth

205-207 Stirling Highway  
Claremont WA 6010

#### Miele Experience Centre Karrinyup

Shop SP1236, Level One,  
Karrinyup Shopping Centre,  
200 Karrinyup Rd,  
Karrinyup WA 6018

#### Miele Experience Centre and Office Adelaide

83-85 Sir Donald Bradman Drive  
Hilton SA 5038

#### Miele Partner Centre

620 Cross Rd  
Plympton Park SA 5038