

**PAN EUROPEAN GUARANTEE for TV Products, Video, Audio, Technics products, Camcorder, Digital Still Camera, Digital Still Lenses, AV Accessories, Microwave Oven, Dishwasher, Induction Hob, Range Hood, Toaster, Kettle, Juicer, Coffee Machine, Cooking Appliance, Refrigerator, Laundry, Tumble Dryer, Beauty/Wellness Products and Power Tools.**

CONDITIONS OF GUARANTEE APPLICABLE IN THE United Kingdom and  
Republic of Ireland

Thank you for purchasing this product which is covered by a Guarantee.

1. This Guarantee does not affect your statutory and other rights under legislation governing the sale of consumer goods. Subject to the conditions below, Panasonic guarantees any individual purchaser not acting for purposes relating to a trade, business or profession that this product is free from defects in material, design or workmanship existing at the time of sale during normal domestic use. This guarantee is not transferable.
2. The guarantee period applicable to all appliances, bought from a Panasonic dealer, shall be 12 months from date of first purchase, except as shown in Clause 12 below. It is a condition of the Guarantee that the original sales receipt be presented showing the date of first purchase.
3. During the guarantee period Panasonic will repair the product free of charge or replace defective parts. At its option, Panasonic may replace the product. Any exchanged product or parts replaced under this Guarantee become the property of Panasonic. If the customer doesn't allow for the unit to be inspected in a safe environment this warranty will also be invalidated.
4. If, after repeated efforts, Panasonic is unable to restore the product to good working order, at its option Panasonic will replace the product with an identical or functionally equivalent product
5. The purchaser's sole and exclusive remedy against Panasonic under this Guarantee is for the repair of the product or any parts (or, at our discretion, replacement or a total or partial refund). No other remedy, including, but not limited to, any claim for incidental or consequential damage or loss of whatsoever nature, is available to the purchaser.
6. Internet apps are provided by their respective service providers, and may be changed, interrupted, or discontinued at any time. Panasonic assumes no responsibility and makes no warranty for the availability or continuity of these services.
7. Products are designed to meet the standards of digital services at the time of manufacture. Some features may not be available depending on the country, area, broadcaster, service provider or network environment. Compatibility with future services is not guaranteed.
8. Excluded from the Guarantee are:
  - (i) Any products or parts which have a limited natural life or which is consumable, such as but not limited to stylus, batteries, filters, dust bags, dust covers and cabinet parts;
  - (ii) Defects resulting from failure to use the product in accordance with the operating instructions or the technical and/or safety standards of the country

where the product is used;

- (iii) Defects caused by accident, fire, neglect, misuse, wear and tear, improper use, improper installation, introduction of liquid or other foreign matter into the product or occurring during transportation to or from the purchaser;
  - (iv) Image retention on TVs resulting from fixed image use: or
  - (v) Defects caused by the use of non-Panasonic parts or accessories or caused by adjustment, repair, modification or dismantling by a person not so authorised by Panasonic.
  - (vi) Second hand products, auction products and trade or professional products.
9. In the unlikely event your product fails, please first check the "Trouble-Shooting" section of the Operating Instructions. If after checking the Operating Instructions, you consider that the product is defective, please contact promptly the Panasonic dealer that sold you the product or the nearest authorised service centre, together with this Guarantee and proof of date of purchase. Details of authorised service centres can be found on the Internet at  
[http://panasonic.eu/ServiceCenter/en\\_GB/index\\_uk.html](http://panasonic.eu/ServiceCenter/en_GB/index_uk.html)
10. This Guarantee is only valid in the territories of the UK, European Union, European Economic Area, Switzerland, Macedonia, Serbia, Croatia and Bosnia and Herzegovina and Turkey for products purchased and used solely within these countries, and which were originally placed on the market by a company within the Panasonic Group.
11. If the country of use is different to the country of purchase, service will be provided in accordance with the terms and conditions applicable in the country of use, except where the guarantee period in the country of purchase is longer than that in the country of use, in which case the guarantee period shall be that in the country of purchase.
12. Other:
- ❖ Panasonic provides a 2 year guarantee from the date of first purchase for the following products: Technics systems, Washing Machines, Tumble Dryers and Fridge-Freezers. Interchangeable lens Cameras and lenses with a purchase date up to and including 30<sup>th</sup> September 2019 will also be covered by a 2 year guarantee.
  - ❖ For Technics separate speakers Panasonic provides a 5 year guarantee from the date of first purchase
  - ❖ Compressor (fitted in Refrigeration products), parts only (but not labour charges) are covered for an additional 3 years
  - ❖ In the case of magnetron assembly, parts only (but not labour charges) are covered for an additional 2 years.
13. In this Guarantee, "Panasonic" means the company identified below.

Panasonic UK  
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Bracknell,  
Berks,  
RG12 1RT, UK

Panasonic Customer Services:  
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