



Effective 1st April 2024

Terms and Conditions for Additional 4-Year Warranty on MSA005 Milex 9.5L Digital Air fryer

By signing up for the additional 4-year warranty on the MSA005 Milex 9.5L Digital Air fryer using the provided QR code, you agree to the following terms and conditions:

Eligibility:

- This offer is only valid for customers who have purchased the MSA005 Milex 9.5L Digital Air fryer from authorized retailers.
- The product must be registered within 90 days of purchase to qualify for the additional 4-year warranty.

Registration Process:

- To register for the additional warranty, customers must visit the specified URL (<https://milex.co.za/pages/register-your-product-warranty>) and follow the instructions provided.
- Customers will be required to provide accurate information, including their name, contact details, purchase date, and proof of purchase.

Warranty Coverage:

The additional 4-year warranty extends coverage beyond the standard warranty period provided by Milex for the MSA005 Milex 9.5L Digital Air fryer.

Our goods come with warranties that are consistent with the Consumer Protection Act.

We always strive to ensure that the products we deliver to you are of a high quality, and in good working order and without defects.

A defect is defined as a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances.

The following will NOT be regarded as defects and will not entitle you to a return.

- Faults resulting from normal wear and tear.
- damage arising from negligence, user abuse or incorrect usage of the product.
- damage arising from electrical surges sea air corrosion.
- damage arising from a failure to adequately care for the product.
- damage arising from unauthorized alterations to the product.
- Instances where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you.

Standard Warranty

If you have received a product which turns out to be defective or otherwise of poor quality, please notify us as soon.

as reasonably possible after you become aware of the defect or poor quality, but in any event within 12 months after delivery /collection of the product.

Once we have inspected the product and satisfied ourselves that the product is defective, we will at your choice.

- repair/ replace the product (if such repair is possible / we have the same product in stock to use as a replacement)
- OR credit your account with the purchase price of the product (or refund you if that is your preference).

Where you request a repair or a replacement of refurbished, reconditioned product or used product and a repair is not possible, we will do our best to replace the product but at your own cost.

Warranty Claims:

- In the event of a warranty claim, customers must contact Milex Customer Service info@milex.co.za / 011 444 8800.
- Proof of purchase and warranty registration details IS required to process the claim. Failure to complete the registration process within the stipulated time frame or provide accurate information as required will result in the nullification of the additional 4-year warranty.
- Any misrepresentation or fraudulent activity during the registration process will also render the warranty null and void.
- Original proof of purchase must be produced.
- All accessories that come with the product are returned, and complete in all respects.
- Any item received with the product purchased must be returned.
- All products carry a 14-day money back guarantee and an exchange if the product is unopened or unused, unless expressly indicated on the product. Thereafter item is to be booked for a repair.
- All products must be returned in their original packaging.
- Milex reserves the right to refer products to the head office for assessment when an in-store decision regarding defect cannot be taken.

Exclusions:

This warranty does not cover accessories or consumable parts of the Milex 9.5L Digital Air fryer.

Milex is not liable for any indirect, incidental, or consequential damages arising from the use or inability to use the product.

Transferability:

The additional 4-year warranty is non-transferable and applies only to the original purchaser of the MSA005 Milex 9.5L Digital Air fryer.

Modification or Termination:

Milex reserves the right to modify or terminate this warranty program at any time without prior notice.

Any changes to the terms and conditions will be effective immediately upon posting on the Milex website.

Governing Law:

These Terms of Service and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with the laws of South Africa. By registering for the additional 4-year warranty, you acknowledge that you have read, understood, and agree to abide by these terms and conditions. Failure to comply with any of the terms may result in the forfeiture of warranty coverage. For further inquiries or assistance, please contact Milex Customer Service info@milex.co.za / 011 444 8800.