

Right to Repair at Miele:

FAQs

What does the Right to Repair actually mean for me?

The Right to Repair aims to make it easier for consumers to have their goods repaired and to help them use products for longer. The aim is to make repairs more transparent and cost-effective. This includes improved access to repair information, genuine spare parts and qualified repair services.

How will this affect the warranty and lifespan of my appliances?

Miele's high standards of quality and durability remain unchanged. Existing Miele appliance warranty terms and conditions will also continue to apply.

If a repair is carried out under the statutory warranty, the statutory warranty period for the product in question is extended by a further twelve months. In Germany, this means an extension from two to three years. As statutory warranty periods vary internationally, the actual periods may differ from country to country.

Can I also get my appliance repaired by an independent repairer?

Yes. Customers are generally free to choose their repair provider. Independent repairers also have the option of registering with Miele as a "Professional Repairer". This gives them access to technical repair information and genuine Miele spare parts.

During the statutory warranty period, claims must generally be made against the seller. Regardless of this, customers can contact Miele Customer Service or authorised Miele service partners at any time. Under the Miele appliance warranty, Miele Customer Service or an authorised service partner is the right point of contact.

Why are repairs often expensive?

The cost of a repair is made up of a number of factors, including the call-out fee, labour costs and the necessary spare parts.

At Miele, repair costs also reflect the company's investment in its nationwide service network, ongoing training of service technicians and the long-term stocking of genuine spare parts. This ensures that our customers receive fast, reliable support of the high standard they have come to expect whenever they need assistance.

How much does a repair cost, and when is it free of charge?

Repairs carried out under the statutory warranty or the Miele appliance warranty are free of charge for customers. This is subject to the condition that the identified defect is covered by

the statutory warranty or the terms of the Miele appliance warranty. This does not cover damage caused by factors such as improper use or the customer's own negligence.

For repairs that are not covered by a warranty, the cost will depend on the specific appliance and the extent of the repair. It usually comprises the call-out fee, labour costs and the spare parts required. Customers can find information about the costs of common repairs on the Miele website at: <https://www.miele.co.uk/c/repair-26.htm>

In many countries, Miele also offers the option of extending the appliance warranty to up to ten years.

Are refurbished spare parts just as safe and high-quality as new ones?

Miele professionally refurbishes selected spare parts, such as electronic units, and uses them in repairs as "refurbished spare parts". Around 10,000 electronic components are refurbished in this way every year.

All refurbished spare parts undergo comprehensive testing and meet the same quality and safety standards as new parts. At the same time, they help conserve resources and offer customers a cost-effective alternative to buying new. Depending on the specific part, the cost can be up to 30 percent lower than for a new part.

How do I arrange a repair?

If an on-site repair is required, customers can quickly and easily book a service appointment online or by telephone. For further information and to book an appointment, please visit: <https://www.miele.co.uk/c/repair-26.htm>

Please feel free to contact us at any time if you have any further questions regarding the Right to Repair at Miele. We look forward to hearing from you.

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