



**Quality<sup>3</sup>: Protecting Your Products  
With an Extended Service Contract.**

**MieleCare Rates\*:**

|  | Retail Price |
|--|--------------|
| Washing Machine  | \$249.00     |
| Clothes Dryer  | \$249.00     |
| Rotary Iron  | \$199.00     |
| Dishwasher   | \$249.00     |
| Coffee System  | \$249.00     |
| Oven, single   | \$249.00     |
| Oven, double   | \$349.00     |
| Oven (steam or speed)  | \$249.00     |
| Cooktop (gas, electric or induction)                               | \$229.00     |
| CombiSets™   | \$179.00     |
| Ventilation Hood   | \$229.00     |
| Warming Drawer (food, plate or cup)                                | \$179.00     |
| Refrigerator, single column  | \$399.00     |
| Freezer, single column   | \$399.00     |
| Refrigerator, combination unit with<br>bottom-mount freezer drawer | \$499.00     |
| Wine Storage / Cooler  | \$499.00     |

\*Effective March 1, 2008.  
Prices subject to change without notice. This price list supercedes all previous price lists. Miele reserves the right to accept or deny all orders at its Princeton, New Jersey office.

**Protect Your Products  
With An Extended  
Service Contract.**

**Quality<sup>3</sup>**

With MieleCare,  
you can stretch our  
quality to the next power!  
Quality products, superior customer  
and technical services can  
be combined with a unique,  
cost-effective and comprehensive  
5-year extended service contract.

Provided by:  
**AIG Warranty Services and  
Insurance Agency, Inc.**

**#1 A brand you can trust**

Miele is proud to be recognized as a leader in product innovation, design and quality production. One look at any Miele appliance and you will see we are quality through and through. *No compromise* is our engineers' motto. This is one reason why Miele has earned the coveted *Reader's Digest Most Trusted Brand* award every year the survey has been conducted.

**#2 Worldwide reputation for  
reliability and a long life**

Around the globe, consumers are purchasing Miele because we deliver value for their money. In independent evaluations and product comparisons for performance, reliability and longevity, Miele receives top scores. The most recent independent test completed shows Miele's Touchtronic™ washing machines lasting 45% longer than the average brand... and that's just one of our product categories!

**#3 Peace of mind**

We are so confident in the quality of our products, we have designed a new, cost-effective way for you to multiply your warranty. The MieleCare Extended Service Contract delivers four additional years of worry-free operation of your appliances (*five years total, Miele standard warranty is 1 year*). This contract can be purchased at any time, within one year of the original appliance purchase date. MieleCare is the only Extended Service Contract in the industry that guarantees repairs by factory-trained professionals using genuine Miele parts.

For more information, or to purchase your MieleCare Extended Service Contract, please contact your local Miele dealer or visit us at [miele.com](http://miele.com).

This is not the actual MieleCare extended service contract. Purchase and activation are required. Terms and Conditions on reverse side are provided for information only. Consult retailer or visit [miele.com](http://miele.com) for full details.

No major Miele appliance is excluded from this service program that covers you and your family with the following benefits:

**“Thank you for calling Miele”**

A staff of technical service representatives is available to manage your questions, and if need be, schedule your service appointment on a day and time most convenient for you. When you call Miele, you get Miele.

**Convenient and qualified service**

Miele's technicians or Miele's national network of factory-trained and authorized service providers will work with you quickly and efficiently to resolve any technical issues. In fact, Miele employees perform the majority of at-home repairs. Remember, a key benefit of the MieleCare Extended Service Contract is that all services are administered by Miele... courteous, at-home service is just a phone call away.

**Power surge protection**

From day one, you will be covered for any damage to your appliance caused by voltage irregularities due to thunderstorms or other electrical mishaps.

**No lemons...guaranteed!**

If the appliance requires three repairs for the same problem after Miele's warranty expires, Miele will replace it, no questions asked.

**Fully transferable**

If you move and leave your Miele appliances, the MieleCare Extended Service Contract is fully transferable to the new owner. No fees... just a little paperwork.

**24/7 Supervision**

RemoteVision™ is groundbreaking technology offered on select products that transmits critical performance data from enabled products to Miele's monitoring center over your existing WiFi network. Should a fault be detected, the appliance will contact Miele where immediate action will be taken. Now that is total piece of mind!



# MIELE

## Terms and Conditions

This is a legal contract. By purchasing it, you understand that it is such a contract and acknowledge that you have had the opportunity to read the terms and conditions set forth herein. These terms and conditions together with your sales receipt constitute the entire agreement.

1. **Plan Provider (Obligor):** The company obligated under this Plan is AIG Warranty Services and Insurance Agency (“AIGWS”), except in Florida, Oklahoma and Wisconsin. AIGWS can be contacted at 300 South Riverside Plaza, Chicago, IL 60606 or (800) 250-3819. In Florida, the Obligor is **New Hampshire Insurance Company, (“NHIC”)**, located at 175 Water St, 20th Floor, New York, NY 10038, or (800) 250-3819. In Oklahoma, the Obligor is the selling Dealer. In Wisconsin, the Obligor is Warranty Corporation of America, located at 3110 Crossing Park Rd, Norcross, GA 30071.
2. **Definitions:** Throughout these terms and conditions (“Plan”), the words, “we”, “us”, and “our” refer to the Obligor. Dealer is the entity from which you purchased this Plan. “You” and “your” refer to the Plan Holder or the person to whom it was properly transferred. “Product” refers to the consumer item that is covered by this Plan.
3. **Term:** The term of this Plan and coverage under this Plan commence upon expiration of the manufacturer’s warranty.
4. **Coverage:** This Plan provides for the repair or replacement of the product to normal operating condition after it has failed due to defects in materials, workmanship or normal wear and tear. There is no deductible under this Plan.
  - a. **On-Site Service:** If on-site service is included with this Plan, it will be provided as long as your residence is located within fifty (50) miles of one of our authorized servicers. You will be responsible for excess mileage charges when your product is located more than fifty (50) miles from one of our authorized servicers. You must provide a safe, non-threatening environment for our technicians in order to receive on-site service. Due to environmental and technical requirements, if certain repairs cannot be completed in your residence or where the product is otherwise located and must be repaired at another location, this Plan will cover all shipping and handling costs.
  - b. **Power Surge Protection:** This Plan provides power surge protection in excess of any other insurance coverage. Power surge protection does not cover damages caused by improper installation or connection to an incorrect power source.
  - c. **No Lemon Guarantee:** Following the expiration of the manufacturer’s warranty term and after two service repairs have been completed, for the same problem, on an individual product, and that product requires a third repair, as determined by us, we reserve the right to replace the product with a product of like kind and quality, not to exceed the original retail purchase price excluding taxes. Once the product is replaced, this Plan is considered fulfilled. The original product may be requested to be returned to us. Preventative maintenance checks, cleanings, product diagnosis, customer education, accessory repairs or replacements are not considered repairs for the purposes of the No Lemon Clause.
  - d. **Food Spoilage:** We will reimburse you for food loss that results from covered mechanical or electrical failure on a refrigerator or freezer. Our limit of liability for this coverage is two hundred dollars (\$200.00) per occurrence within any twelve-month period. We reserve the right to request purchase receipts and/or list of spoiled contents when making a claim.
5. **Registration:** You will be required to register your product in order to validate this Plan. Please call 1-800-356-0991 within 30 days of product purchase and provide the serial number of the product covered by this Plan. Failure to provide this information will delay service for the product.
6. **Plan Limits of Liability:** The total payment for all claims under this Plan shall not exceed the original purchase price of the product, excluding taxes. If we determine that the product is not repairable, we may replace the product with a product of like kind and quality, not to exceed the original purchase price of the product, excluding sales taxes at our discretion.
7. **Your Responsibilities:** You must follow the instructions for use in the owner’s manual of your product. You must have your product maintained in accordance with the manufacturer’s recommendations, as outlined in the owner’s manual. Failure to follow the manufacturer’s maintenance and service recommendations may result in the denial of coverage under this Plan.
8. **Purchaser Records:** You may be asked to provide proof of purchase as a condition for receiving service under this Plan. **YOUR ORIGINAL PURCHASE RECEIPT SHOULD BE KEPT WITH THIS PLAN IN A SAFE PLACE.**
9. **If Your Product(s) Needs Service:** You may begin the claims process by calling **1-800-356-0991**. Repair service will be available during regular business hours, Monday through Friday, and will be provided by an authorized service provider. After we authorize your claim, you may arrange for service and we will cover the reasonable parts or labor costs that we authorize. **AT OUR OPTION, REPLACEMENT PARTS WILL BE NEW, REMANUFACTURED, OR NON-ORIGINAL MANUFACTURER’S PARTS THAT PERFORM TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL PRODUCT.** If we determine that your product cannot be repaired, we will replace it with a new or remanufactured product of like kind, quality and functionality. Technological advances may result in a replacement product with a lower selling price than the original product. Once the product is replaced, this Plan is considered fulfilled.
10. **Availability of Services:** While we try to complete service as quickly as possible, we are not responsible for delays caused by factors beyond our control, including but not limited to manufacturer’s delays, shipment to a service facility or Acts of God.
11. **Insurance Securing this Plan:** This Plan is not a contract of insurance. If you reside in any of the following states: AL, AK, AZ, CO, CT, DE, DC, GA, HI, ID, IL, IN, IA, KS, KY, LA, ME, MD, MA, MI, MN, MO, MT, NE, NV, NH, NJ, NM, ND, OH, OR, PA, RI, SC, SD, TN, TX, UT, VT, WA, WV, WI or WY, this Plan is secured by an insurance policy provided by Illinois National Insurance Company, 175 Water St, 20th Floor, New York, NY 10038 and telephone number (800) 250-3819. If you reside in any of the following states: AR, CA, FL, MS, OK, NY, NC or VA, this Plan is secured by an insurance policy provided by New Hampshire Insurance Company, 175 Water St, 20th Floor, New York, NY 10038 and telephone number (800) 250-3819. If, within sixty (60) days, we have not paid a covered claim, provided you with a refund or you are otherwise dissatisfied, you may make a claim directly to the insurance company.
12. **Exclusions – What Is Not Covered:**
  - a. Normal maintenance, cleaning, or tune-ups; repair or replacement covered by any other warranty, service agreement, manufacturer’s recalls, or insurance policy in effect at the time of the failure;
  - b. Consumable items such as but not limited to, batteries, filters, gaskets, fluids, external hoses, accessories, attachments or any other parts or materials which are designed to be consumed during the life of the product;
  - c. Costs related to any service request which results in customer education or no problem found;
  - d. Failure, inoperability, or disruption of any product or product functions due to any manufacturer defect; which occurs during the manufacturer warranty period unless otherwise noted above;
  - e. Remote Vision, related hardware and services;
  - f. Conditions which existed prior to your purchase and delivery of the product or the Plan;
  - g. Special, indirect, or consequential damages; loss of use; personal items left in the product to be repaired; products that are not listed in the Plan;
  - h. Loss and/or theft of the product;
  - i. Loss or damage to the product while in storage or in the course of transit, delivery, or redelivery;
  - j. Damage or costs resulting from unauthorized repairs or repair personnel; negligence, misuse, abuse; alteration or removal of the serial number; loss or damage caused by intentional physical damage;
  - k. Failures due to general environmental conditions, including but not limited to rust, corrosion, mold or dust; animal or insect damage; Acts of God such as fire, water, windstorm, sand, dirt, hail or earthquake; civil disorders; riot; nuclear accident; malicious mischief;
  - l. Loss of brightness over time caused by degradation of phosphors; television or personal computer monitor screen imperfections, including burning or burned phosphor, caused by video games, or prolonged display of one or more signal(s);
  - m. Improper electrical wiring and connections; improper installation, or setup; user facilitated minor adjustments and settings outlined in the product’s owners manual; external antenna or local reception problems; inaccessible products or parts;
  - n. Cosmetic defects, damage, or failures of non-operational components that do not inhibit the proper operation and performance of the covered items, such as but not limited to: cabinetry and cabinet frames, decorative finishing, door liners, glass, projection television exterior screens, handles, knobs, masks, racks, rollers, shelves, cracked cases and broken hinges;
  - o. Repair or replacement due to failure to properly install, operate, maintain, or clean the covered product in accordance with the local codes and the manufacturer’s printed instructions, or from use in any combinations not approved in the manufacturer’s specifications, or from any unauthorized modifications or alterations;
  - p. Unintentional or accidental loss or damage resulting from normal and customary use and handling of the product such as, but not limited to, the spilling of liquid on the product or the dropping of the product;
  - q. Liquid immersion of any kind.

# MIELE

## Terms and Conditions

13. **Renewal:** Repair Plans may be renewable. Call **1-800-356-0991** for more information. The renewal price will reflect the age, condition of the product, and current service costs at the time of the renewal. Replacement Plans are not renewable.
14. **Transfer:** This Plan may be transferred to an eligible party to whom you sell or give the product while this Plan is in force. For more information, please call **1-800-356-0991** or send your request in writing within fifteen (15) days of transfer to the administrative address cited below. Include your name and Plan number, and the name, address and phone number of the new owner.
15. **Cancellation:** You may cancel this Plan for any reason within 30 days of Plan purchase to receive a full refund. After 30 days, no refund will be provided. To cancel it, submit your request in writing to the following address: ESC Administrator, MIELE, Inc, 9 Independence Way, Princeton, NJ 08540. Neither the dealer nor we can cancel this Plan except in the event of your fraud, material misrepresentation or failure to pay the Plan price. If **You Reside In One Of The Following States, These Provisions Apply To You:**
  - ALABAMA RESIDENTS:** If you cancel this Plan within thirty (30) days of the receipt of this Plan, you shall receive a full refund of the Plan purchase price.
  - ARIZONA RESIDENTS:** Warranty Corporation of America (“WaCA”) located at 3110 Crossing Park Rd, Norcross, GA 30071 is the administrator of this Plan. If your written notice of cancellation is received prior to the expiration date, WaCA shall refund the remaining pro-rata price, regardless of prior services rendered under the Plan. The pre-existing condition exclusion does not apply to conditions occurring prior to the sale of the consumer product by us, our assignees, subcontractors and/or representatives.
  - CALIFORNIA RESIDENTS:** You may cancel this Plan for any reason at any time. To cancel it, submit your request in writing to WaCA at the address cited previously. For all products other than home appliances and home electronic products, the Cancellation provision is amended as follows: If this Plan is cancelled: (a) within sixty (60) days of the receipt of this Plan, you shall receive a full refund of the price paid for the Plan provided no service has been performed, or (b) after sixty (60) days, you will receive a pro rata refund, less the cost of any service received.
  - CONNECTICUT RESIDENTS:** The expiration date of this Plan shall automatically be extended by the duration that the product is in our custody while being repaired. In the event of a dispute with the administrator, you may contact The State of Connecticut, Insurance Department, PO Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase price of the product, the cost of repair of the product and a copy of the Plan.
  - FLORIDA RESIDENTS:** The Plan shall be cancelled by us for fraud or material misrepresentation, including but not limited to commercial or rental use. Unauthorized repair or replacement of covered equipment shall result in the cancellation of the Plan by us. In the event of cancellation by us, written notice of cancellation shall be mailed to you not less than sixty (60) days before cancellation is effective. This Plan can be cancelled by you at any time for any reason by emailing, mailing or delivering to us notice of cancellation. If the Plan is cancelled: (a) within thirty (30) days of the receipt of the Plan, you shall receive a full refund of the price paid for the Plan provided no service has been performed, or (b) after thirty (30) days, you will receive a refund based on 100% of unearned pro rata premium less any claims that have been paid or less the cost of repairs made by us. If we cancel the Plan, the return premium is based upon 100% of the unearned pro rata premium.
  - GEORGIA RESIDENTS:** This Plan shall be non-cancelable by us except for fraud, material misrepresentation, or failure to pay consideration due therefore. The cancellation shall be in writing and shall conform to the requirements of Code 33-24-44. You may cancel at any time upon demand and surrender of the Plan and we shall refund the excess of the consideration paid for the Plan above the customary short rate for the expired term of the Plan. This Plan excludes coverage for incidental and consequential damages and pre-existing conditions only to the extent such damages or conditions are known to you or reasonably should have been known to you.
  - ILLINOIS RESIDENTS:** You may cancel this Plan: a) within thirty (30) days after its purchase if no service has been provided and a full refund of the Plan price, less a cancellation fee not to exceed the lesser of ten percent (10%) of the Plan price or fifty dollars (\$50.00); or b) at any other time and a pro rata refund of the Plan price for the unexpired term of the Plan, based on the number of elapsed months less the value of any service received, and the cancellation fee not to exceed the lesser of ten percent (10%) of the Plan price or fifty dollars (\$50.00).
  - NEVADA RESIDENTS:** If the Plan is cancelled, no deduction shall be made from the refund for the cost of any service received. This Plan may be cancelled due to unauthorized repairs which results in a material change in the nature or extent of the risk, occurring after the first effective date of the current policy, which causes the risk of loss to be substantially and materially increased beyond that contemplated at the time the policy was issued or last renewed. This Plan will be considered void and we will refund you the purchase price of the Plan if you have not made a claim under this Plan and you have returned the Plan to us a) within 20 days after the date we have mailed the Plan to you, b) within 10 days after you have received the Plan if the Plan was furnished to you at the time the Plan was purchased, or c) within a longer time period if specified in the Plan. If we fail to pay the cancellation refund within forty-five (45) days of your written request, we will pay you a penalty of ten percent (10%) of the Plan purchase price for each thirty (30) day period or portion thereof that the refund and any accrued penalties remain unpaid. If we cancel this Plan, no cancellation fee will be imposed.
  - NEW HAMPSHIRE RESIDENTS:** In the event you do not receive satisfaction under this Plan, you may contact the New Hampshire Insurance Department, 21 South Fruit St. Suite 14, Concord, NH 03301 or 800-852-3416.
  - NEW MEXICO RESIDENTS:** If this Plan has been in force for a period of seventy (70) days, we may not cancel before the expiration of the Plan term or one (1) year, whichever occurs first, unless: (1) you fail to pay any amount due; (2) you are convicted of a crime which results in an increase in the service required under the Plan; (3) you engage in fraud or material misrepresentation in obtaining this Plan; (4) you commit any act, omission, or violation of any terms of this Plan after the effective date of this Plan which substantially and materially increase the service required under this Plan; or (5) any material change in the nature or extent of the required service or repair occurs after the effective date of this Plan and causes the required service or repair to be substantially and materially increased beyond that contemplated at the time you purchased this Plan.
  - NORTH CAROLINA RESIDENTS:** The purchase of this Plan is not required either to purchase or to obtain financing for a home appliance.
  - OKLAHOMA RESIDENTS:** THIS PLAN IS NOT ISSUED BY THE MANUFACTURER OR WHOLESALE COMPANY MARKETING THE PRODUCT COVERED BY THIS PLAN. THIS PLAN WILL NOT BE HONORED BY SUCH MANUFACTURER OR WHOLESALE COMPANY. IF EITHER YOU OR WE CANCEL THIS PLAN, THE RETURN OF THE PLAN PRICE WILL BE BASED UPON ONE HUNDRED PERCENT (100%) OF THE UNEARNED PRO RATA PRICE OF THE PLAN, LESS THE COST OF ANY SERVICE RECEIVED.
  - SOUTH CAROLINA RESIDENTS:** To prevent any further damage, please refer to the owner’s manual. In the event the service Plan provider does not provide covered service within (60) days of proof of loss by the Plan holder, the Plan holder is entitled to apply directly to the Insurance Company. If the Insurance Company does not resolve such matters within sixty (60) days of proof of loss, they may contact the SC Department of Insurance, P.O. Box 100105, Columbia, SC 29202-3105, (800) 768-3467.
  - TEXAS RESIDENTS:** If you purchased this Plan in Texas, unresolved complaints concerning a provider or questions concerning the registration of a service Plan provider may be addressed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711, telephone number (512) 463-2906 or (800) 803-9202. You may apply for reimbursement directly to the insurer if a refund or credit is not paid before the forty-sixth (46th) day after the date on which the Plan is returned to the provider.
  - UTAH RESIDENTS:** NOTICE. Coverage afforded under this Plan is not guaranteed by the Utah Property and Casualty Guarantee Association. This Plan may be cancelled due to unauthorized repair which results in a material change in the nature or extent of the risk, occurring after the first effective date of the current policy, which causes the risk of loss to be substantially and materially increased beyond that contemplated at the time the policy was issued or last renewed. Failure to notify within the prescribed time will not invalidate the claim if you can show that notification was not reasonably possible. If we cancel this Plan due to fraud or material misrepresentation, you will be notified 30 days prior to the Plan cancellation. If we cancel this Plan due to non-payment, you will be notified 10 days prior to the plan cancellation.
  - WASHINGTON RESIDENTS:** You may apply directly to the insurance company.
  - WISCONSIN RESIDENTS: THIS PLAN IS SUBJECT TO LIMITED REGULATION BY THE WISCONSIN OFFICE OF THE COMMISSIONER OF INSURANCE.** This Plan shall not be cancelled due to unauthorized repair of the covered equipment, unless we are prejudiced by your failure to obtain such authorization. We will not exclude unauthorized repair of the covered equipment, unless we are prejudiced by your failure to obtain such authorization. If you cancel this Plan, no deduction shall be made from the refund for the cost of any service received. This Plan is backed by a contractual liability policy with limits of liability of \$5,000 per claim and \$25,000 in aggregate per Plan.
  - WYOMING RESIDENTS:** If you cancel this Plan within thirty (30) days of the receipt of this Plan, You shall receive a full refund of the Plan Purchase Price.

**Administered by:**  
**Warranty Corporation of America**  
**3110 Crossing Park Rd., Norcross, GA 30071**  
**Toll-Free Customer Service: 1-800-356-0991**