



## Hisense Replacement Warranty Offer Terms and Conditions (“T&CS”)

### Provider

This offer is being provided by:

Hisense Australia Pty Ltd (Trading Name: Hisense New Zealand), New Zealand Business Number: 9429047903449, with the address in RSM House, Level 2, 62 Highbrook Drive, Highbrook, Auckland, 2013, New Zealand

To contact Hisense, please call 0800 444 736.

### Offer Overview

From 11 August to 31 December 2025, customers who purchase an eligible Hisense product from an authorised New Zealand retailer and register the product online will be eligible for a full product replacement (not repair) should the product fail within the standard manufacturer’s warranty period.

### Offer Website

<https://hisense.co.nz/product-registration>

### Who is eligible?

To qualify, the customer must:

- Be a New Zealand resident aged 18 years or over.
- Purchase an eligible new Hisense product (excluding accessories, such as remote controls, brackets, batteries etc.) during the offer period from a participating New Zealand retailer.
- Register the eligible product online at <https://hisense.co.nz/product-registration> and upload a valid proof of purchase within 14 days of purchase.

### Offer Details

If the registered product experiences a failure covered under Hisense’s standard warranty terms during the warranty period, the customer will be eligible for a replacement of the same model or a model of equal or greater value, at Hisense’s discretion.

- This replacement will be provided instead of a repair.
- Replacement will be arranged via shipment, authorised agent swap, or approved in-store pickup.
- Offer applies to residential-use products only. Commercial use voids eligibility.
- Customers may be required to return the product to an Authorised Repairer or Retailer, or make the product available for collection, depending on location. Hisense will cover reasonable transport costs for products located within 25km of an authorised retailer. Outside this radius, additional charges may apply.

## Eligible Products

Model Number	Category
85U8QNZ	TV
75U8QNZ	TV
65U8QNZ	TV
100U7QNZ	TV
85U7QNZ	TV
75U7QNZ	TV
65U7QNZ	TV
55U7QNZ	TV
85U6QNZ PRO	TV
75U6QNZ PRO	TV
65U6QNZ PRO	TV
55U6QNZ PRO	TV
100Q7QNZ	TV
85Q6QNZ	TV
75Q6QNZ	TV
65Q6QNZ	TV
55Q6QNZ	TV
43Q6QNZ	TV
65S7NAU	TV
55S7NAU	TV
40A4QNZ	TV

32A4QNZ	TV
HS3100	Soundbar
HS2100	Soundbar
HRBM292S	Fridge
HRBM418E	Fridge
HRBM418B	Fridge
HRBM418S	Fridge
HRCD610TS	Fridge
HRCD483TBW	Fridge
HRCD483TS	Fridge
HRVF155	Fridge
HRAF242	Fridge
HRVF240	Fridge
HRVF384S	Fridge
HRCF146	Chest Freezer
HRCF201	Chest Freezer
HRCF301	Chest Freezer
HRCF501	Chest Freezer
HRBF46	Bar Fridge
HRBF126	Bar Fridge
HRBF126B	Bar Fridge
HRBF126S	Bar Fridge
HWFS1214PB	Washing Machine
HWFS1015AB	Washing Machine
HWFS1015E	Washing Machine
HWF3S8514	Washing Machine
HDFS10HPB	Dryer
HDFS90HAB	Dryer
HDFS80HS	Dryer
HMAS4211DSV	Microwave
HMAS3411DSV	Microwave

## Claim Process

Customers must contact Hisense NZ Customer Support at 0800 444 736 or [service.nz@hisense.com](mailto:service.nz@hisense.com), and provide:

- Valid proof of purchase;
- Confirmation of registration;
- Description of the fault (with photos if available).

Hisense will triage the warranty claim in accordance with its current product warranty process (<https://hisense.co.nz/warranty/>). Hisense will coordinate collection and replacement via appropriate logistics or retailer channels.

## Exclusions

This offer does not apply where the fault isn't covered within Hisense's Warranty process, see all warranty processes at <https://hisense.co.nz/warranty/>.

One redemption per eligible product. Accessories (e.g., remote controls, brackets, batteries) are excluded.

## Warranty & Consumer Law

- This offer operates in addition to rights under the Consumer Guarantees Act 1993 (CGA).
- If you are purchasing the product for personal/domestic use, your rights under the CGA apply.
- If the product is purchased for business purposes, you agree that the CGA does not apply, as permitted by section 43(2) of the CGA. This exclusion of the CGA for business purchases is only valid to the extent permitted by section 43(2) of the Consumer Guarantees Act 1993.

## General

Please read these offer terms and conditions carefully. If you claim the offer, we will assume that you have read these terms and conditions and that you agree to them.

- Proof of purchase must be legible and dated within the offer period.

- If no fault is found upon assessment, Hisense may charge a No Fault Found Fee (NZD \$125 incl. GST).
- Hisense may substitute a replacement product of equal or greater value where the original is unavailable.
- Hisense is not responsible for third-party installation, data loss, or incidental expenses incurred in claiming.
- Hisense collects personal information to process claims and may disclose this to service providers. See the full privacy policy at: <https://hisense.co.nz/privacy>
- The laws of New Zealand apply to this offer. Entrants submit to the exclusive jurisdiction of the laws of New Zealand.

## **ABRIDGED**

NZ residents 18+ only. Buy an eligible Hisense product from authorised NZ retailers between 11 Aug – 31 Dec 2025 and register it within 14 days at [hisense.co.nz/product-registration](https://hisense.co.nz/product-registration). If the product fails within the standard warranty period, you'll receive a replacement instead of a repair. Offer excludes accessories. One claim per product. Full T&Cs, CGA rights and model list at [hisense.co.nz](https://hisense.co.nz). Provider: Hisense Australia Pty Ltd (Trading Name: Hisense New Zealand).