



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 |

| Model Number | Category |
|---------------------|-----------------|
| HRBM418B | Fridge |
| HRBM418S | Fridge |
| HRCD610TS | Fridge |
| HRCD483TBW | Fridge |
| HRCD483TS | Fridge |
| HRVF155 | Fridge |
| HRAF242 | Fridge |
| HRVF240 | Fridge |
| HRVF384S | Fridge |
| HRCD640TBW | 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 |
| HDF5S80H | Washing Machine |
| HWFS7514S | Washing Machine |
| HCF7S1014B | Washing Machine |
| HDFS10HPB | Dryer |
| HDFS90HAB | Dryer |
| HDFS80HS | Dryer |

| Model Number | Category |
|--------------|-----------|
| HMAS4211DSV | Microwave |
| HMAS3411DSV | Microwave |
| HMAS2008BP | Microwave |

Claim Process

Customers must contact Hisense NZ Customer Support at 0800 444 736 or 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. 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. Provider: Hisense Australia Pty Ltd (Trading Name: Hisense New Zealand).