

2019 TERMS AND CONDITIONS:

To participate in the Braun Steam Station 100 Day Money Back Guarantee you agree to the following:

1. Customers must purchase one of the following Braun Steam Station Products (Product) from 1/01/2019 to 31/12/2019: IS3022WH, IS3045WH, IS7144 and IS7156BK
2. Offer valid on retail purchases. A "Participating Retailer" refers to any retailer that operates from shop fronts in Australia (including both the shop front and any online store operated by such retailers). A Participating Retailer does not include a retailer who only operates online stores with no shop fronts.
3. The Braun Steam Station Product must be used and maintained in accordance with the instruction manual supplied.
4. Customers have up to 100 days to trial the product and must notify Braun Household of any intention to return the product within that time. Once notified via email, Braun Household will issue customers with a unique Goods Return Authority number, after which customers have a further 10 days to return the product to Braun Household.
5. The customer must own the product for at least 30 days from the date of purchase prior to claiming the refund.
6. The customer's refund will only be valid if the notification to return the Braun Steam Station is received by the Promoter within 100 days from the purchase date as shown on the original customers receipt. Final Claims close on 28.02.2019. Only one claim can be made per purchase.
7. If after 100 days of using the Braun Steam Station in the recommended manner the customer is not entirely satisfied, the customer must email promotion.au@delonghigroup.com to obtain a GOODS RETURN AUTHORISATION NUMBER (GRA).
8. A bank transfer or cheque will only be provided once the Promoter receives (1) the Braun Steam Station Product; (2) the original purchase receipt and (3) a printed copy of the return email from De'LonghiGroup Australia with the Goods Return Authority number.
9. The refund amount will only be for the full invoice purchase price as stated on the purchase receipt/invoice. The refund does not cover the return postage costs. The cost of shipment to return the product is the responsibility of the consumer. The Steam Station must be returned with its original packaging and contents, ensuring that it is clean and dry. The returned Braun Steam Station must be packaged in a protective outer carton and returned to Braun Steam Station 100 Day Money Back Guarantee, P.O Box 4540, Casula Mall NSW 2170.
10. A refund is only valid if, in the opinion of the Promoter, the Braun Steam Station has been used for a minimum of 30 days and in accordance with the instruction manual.
11. This offer does not apply in conjunction with any other offer promotional or trial offer and is only valid for products purchased in Australia.
12. For Braun Steam Station Products where a Cash Back promotion applies, the refund payable will be paid less the cash back amount. For Braun Steam Station Products where a bonus offer via redemption applies, the bonus goods must also be returned with the product for a full refund to be payable. In the instance the bonus is not returned, the refund issued will be less the RRP value of the bonus item.

13. This offer is in addition to and does not replace your statutory rights and protections.
14. Allow 30 days to receive the cheque from receipt of product.
15. The Promoter takes NO responsibility for late, lost or misdirected mail. NO refunds will be made for any product damaged by accident, neglect unreasonable use or lost in transit. (We recommend using a form of registered post with insurance to cover the retail value of the goods being sent)
16. Information is being collected and will be used by the Promoter for the purposes of this offer. You have the right to access and correct such personal information by contacting the Promoter using the details below.
17. Entry into the Promotion is deemed acceptance of the Terms & Conditions. In the event of any dispute the decision of the Promoter is final and no correspondence will be entered into.
18. The Promoter is De'Longhi Australia Pty, Ltd, Unit 3A, 43 Lyn Parade, Prestons, NSW 2170, ABN 49 104 012 857.