

## 2021 TERMS AND CONDITIONS

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

1. Customers must purchase one of the following Braun products from 01/01/2021 to 31/12/2021:
  - a. Steam Stations: IS3022WH, IS5145BK and/or IS7156BK
  - b. Steam Irons: SI3054GY, SI3055BK, SI5034VI, SI5184BK and/or SI9148EBK
  - c. Hand Blenders: MQ3025WH, MQ5137BK, MQ5237BK, MQ7077X, MQ9087X, MQ9187XLI
2. Offer valid on retail purchases. A Participating Retailer does not include a retailer who only operates online stores without bricks and mortar. However, purchases made through [www.amazon.com.au](http://www.amazon.com.au) and [www.delonghi.com/en-au](http://www.delonghi.com/en-au) online stores (excluding seconds products) are valid and will be accepted.
3. The 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 Authorisation 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 Product is received by the Promoter within 100 days from the purchase date as shown on the original customer's receipt. Final claims close on 28/02/2022. Only one claim can be made per purchase.
7. If after 100 days of using the Product in the recommended manner the customer is not entirely satisfied, the customer must fill out a customer support form via <https://www.braunhousehold.com/en-au/contact-us> to obtain a Goods Return Authorisation Number.
8. A bank transfer or cheque will only be provided once the Promoter receives (1) the Product; (2) the original purchase receipt and (3) a copy of the return email from De'Longhi Group Australia with the Goods Return Authorisation 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 Product must be returned with its original packaging and contents, ensuring that it is clean and dry. The returned Product must be packaged in a protective outer carton and mailed to Braun 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 Product 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 Products where a cashback promotion applies, the refund payable will be paid less the cashback amount. For 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 where 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.