

Braun Steam Irons 30 Day Money Back Guarantee 2020 – Terms and Conditions

To participate in the Braun Steam Iron 30 Day Money Back Guarantee program (**Promotion**), individuals agree to the following:

1. Promotion is only open to Australian residents aged 18 years and over (**Customer**). Employees, directors, management and contractors of the Promoter and other agencies, firms or companies associated with the Promotion, and their immediate families, are not eligible to enter.
2. To be eligible to claim a refund, Customers must have purchased one of the following Braun Steam Irons (**Product**): TS715A, TS725A, TS745A, TS755A, TS765A, SI3054GY, SI3055BK, SI7046VI, SI7048GY, SI9148BK or SI9148EBK between 11:59pm AEDT 30 June, 2020 and 11:59pm AEDT 31 December, 2020 (“Purchase Period”). All claims must be received by 11:59pm AEDT on 14 January, 2021.
3. Offer valid on all 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 and <https://www.braunhousehold.com/en-au> online stores (excluding seconds products) are valid and will be accepted.
4. Customers have up to 30 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 the Customer with a unique Goods Return Authorisation Number, after which the Customer has a further 10 days to return the Product to Braun Household.
5. The Customer must own the Product for at least 7 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 30 days from the purchase date, as shown on the original Customer’s receipt. Only one claim can be made per purchase.
7. If after 30 days of using the participating Product 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.
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 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 Steam Iron 30 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 7 days and maintained in accordance with the instruction manual supplied.
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.
13. This offer is in addition to and does not replace Customer’s 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. Individuals 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 these 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.