



Miele 90 Day Money Back Guarantee on Miele's
Canister, Handstick and Robot Range

Valid 1st March to 30th April 2024

CLAIM FORM

PERSONAL DETAILS

First name

Last name

Home address

Suburb _____ Postcode _____

Email address _____

Daytime phone _____ Mobile _____

PRODUCT DETAILS

Model name

Reason for return

Invoice number and date

BANK TRANSFER DETAILS

Account name

Bank

BSB

 Account number

☐ I agree to the below Terms and Conditions of this promotion (please tick).

☐ Yes, I have attached Proof of Purchase (please tick).

FOR OFFICE USE ONLY

Amount to refund

 Serial number

Authorisation signature

Name of Authoriser

Miele

REPLY PAID LABEL

Miele Money Back Guarantee Miele

Service Centre

Reply Paid 90036

77 Atlantic Drive

Keysborough VIC 3173





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CLAIM CHECKLIST

- ☐ Download the Claim Form and Reply Paid label available for download at **miele.com.au/MBG90days**.
 - ☐ Complete the Claim Form.
 - ☐ Attach Proof of Purchase to Claim Form.
 - ☐ Send the completed form to floorcareorders@miele.com.au to receive your RA number and Reply Paid label.
 - ☐ Return the product (vacuum) to your nearest Miele Service Centre with your completed Claim Form, RA number and original proof of purchase.
- or
- ☐ Affix the Reply Paid label on the parcel.



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Miele Australia Pty Limited - ABN: 96 005 635 398 of Level 4/141 Camberwell Rd, Hawthorn East, Australia, 3123 (Miele)

Terms and Conditions

1. Information on the promotion and how to claim forms part of these Terms and Conditions. By participating you accept these Terms and Conditions. The promotion is for a ninety (90) day money back guarantee for the period 1 March 2024 to 30 April 2024 (inclusive) (the Promotion). "You", "Your" and "Yours" for the purposes of the Terms and Conditions means the individual purchaser and not a business or commercial entity.
2. To be eligible to claim the Promotion, You:
 - (a) must have purchased a **Miele Classic C1, Compact C2, Complete C3, Boost CX1, Blizzard CX1, Triflex HX1, Triflex HX2 or Scout RX3** vacuum cleaner (Products) from Miele Australia Limited (**Miele**), at **www.miele.com.au**, from a Miele Experience Centre or Miele's authorised Retail Distributors between 1 March 2024 to 30 April 2024 (inclusive);
 - (b) make a claim for the Promotion within ninety (90) days of the purchase date; and
 - (c) must have used the Product for normal domestic purposes and maintained the Product according to the instructions or manual supplied.
3. Except for the products noted in 2(a) above, all other products (including accessories, b-stock, ex-display products, and refurbished products) are excluded from this Promotion.
4. Products used in commercial settings or for any hire purchase, lease, rental, or other similar arrangement are excluded from this Promotion.
5. To be eligible for a refund under the Promotion, you must lodge Your claim within ninety (90) days of purchase by following the steps below:
 - (a) Download the Claim Form from **miele.com.au/MBG90days**
 - (b) Complete the Claim Form and e-Mail your form to **floorcareorders@miele.com.au**
 - (c) A Miele representative will contact you within 48 hours during normal business hours to approve the return of product. For avoidance of doubt if a customer contacts Miele on a Friday night after 5 p.m., the 48 hours response time will commence from the following Monday.
 - (d) The Product and any accessories, manuals and any bonus products sold as part of it must be returned in as good as new condition (subject to fair wear and tear), clean, in full working order and with original proof of purchase and claim form and redemption form.
 - (e) Affix the return label received from the Miele Representative to the parcel you wish to return, this will be collected from you by our transport partner Australia Post. When your parcel is received back to Miele your refund will be processed.
6. You are responsible for all postage costs for the return of your product.
7. Promotion is subject to availability and whilst stocks last. No rain checks are provided.
8. Normal manufacturer warranty conditions apply.
9. The Promotion is not transferable or exchangeable and cannot be taken as cash.

10. Miele reserves the right to verify the validity of all claims made in connection with this Promotion. If Your claim is assessed as valid, your refund will be paid into your nominated bank account on the Claim Form by electronic funds transfer. The refund does not include any freight charges incurred by You in receiving a Product.
11. The Promotion is in addition to, and does not exclude, restrict or modify, any rights or warranties, You have under the Australian Consumer Law.
12. Miele has absolute discretion to determine whether these Terms and Conditions have been satisfied entitling You to a refund under this Promotion. If authorised by Miele, please allow at least thirty (30) days from the date that Miele accepts the claim to pay You the refund.
13. Miele reserves the right to verify the validity of all claims and disqualify any claimant for tampering with the claim process or for submitting a claim which is not in accordance with these Terms and Conditions. Failure by Miele to enforce any of its rights at any stages does not constitute a waiver of those rights.
14. The Promotion is not transferrable, assignable, or exchangeable and cannot be used in conjunction with any other promotion or offer and cannot be taken as cash.
15. Any decision of Miele is final, and no correspondence will be entered into.
16. Any of Your personal information may be collected, held, managed, used, disclosed, or transferred by Miele in order to administer the Promotion, the Product Warranty and to provide you with updates on Miele's latest products and services. Miele will not disclose Your personal information unless You consent or otherwise advise Miele. Collection of such personal information is governed by the Privacy Laws and Miele's Privacy Policy as amended from time to time in respect of any personal information held by Miele and is available at www.miele.com.au The expression 'personal information' used in this clause means personal information as defined in the Information Privacy Act 1988 (Cth).
17. Except to the extent that such liability cannot be excluded by law, Miele excludes all liability (including negligence), for any personal injury; or any loss or damage; whether direct, indirect, special or consequential, arising in any way out of the promotion, including any claim form that is late, lost, altered, damaged or misdirected (whether or not after their receipt by Miele) due to any reason beyond the reasonable control of Miele.
18. Participation in this Promotion is only open to Australian residents 18 years and over. Business entities, associates, affiliates, and Miele Agents (and their employees) are not eligible to participate in this offer.
19. Miele reserves all rights including without limitation, the right to alter the above Terms and Conditions at any time and without further notice to you or withdraw or extend the promotion at any time.