

Miele 30 Day Money Back Guarantee Promotion
on Miele's Blizzard CX1 range*

Valid 1 June to 31 December 2018

CLAIM FORM

PERSONAL DETAILS

First name _____

Last name _____

Home address _____

Suburb _____ State postcode _____

Email address _____

Daytime phone _____ Mobile _____

PRODUCT DETAILS

Model name _____

Reason for return _____

BANK TRANSFER DETAILS

Account name _____

Bank _____

BSB _____ Account number _____

I agree to the below Terms and Conditions of this promotion.

Yes, I have attached Proof of Purchase.

FOR OFFICE USE ONLY

Amount to refund _____ Serial number _____

Authorisation signature _____

Name of Authoriser _____

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CLAIM CHECKLIST

- Download the Claim Form and Reply Paid label available for download at **www.miele.com.au**
- Complete the Claim Form
- Attach Proof of Purchase to Claim Form
- Return the product to Miele Service Centre Keysborough including completed Claim Form and original proof of purchase
- Affix the Reply Paid label on the parcel. The Reply Paid label should read:

Floorcare Money Back Guarantee

Miele Service Centre

Reply Paid 90036

77 Atlantic Drive

Keysborough VIC 3173

Miele

REPLY PAID LABEL

Floorcare Money Back Guarantee
Miele Service Centre
Reply Paid 90036
77 Atlantic Drive
Keysborough VIC 3173



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Terms and Conditions

- 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 thirty (30) day money back guarantee for the period of 1 June to 31 December 2018 (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.
- To be eligible to claim the Promotion, You:
 - must have purchased a **Miele Blizzard CX1** vacuum cleaner from Miele Australia Pty Limited (**Miele**), at www.miele.com.au, from a Miele Experience Centre or Miele's authorised Retail Distributors between 1 June to 31 December 2018 (inclusive);
 - make a claim for the Promotion within thirty (30) days of the purchase date; and
 - must have used the Product under normal domestic conditions and maintained the Product according to the instructions or manual supplied.
- Ineligible products are those that are used by You for any hire purchase, lease, rental or other such similar agreement or use other than as outlined in clause 2(c).
- To be eligible for a refund under the Promotion, you must lodge Your claim within thirty (30) days of purchase by following the steps below:
 - Download the Claim Form and Reply Paid label available for download at www.miele.com.au
 - Complete the Claim Form
 - Return the product to Miele Service Centre Keysborough including completed Claim Form and original proof of purchase
 - Affix the Reply Paid label on the parcel. The Reply Paid label should read:

Floorcare Money Back Guarantee
Miele Service Centre
Reply Paid 90036
77 Atlantic Drive
Keysborough VIC 3173
- 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.
- 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), in full working order and with original proof of purchase.
- The Promotion is in addition to, and does not exclude, restrict or modify, any rights or warranties, You have under the Australian Consumer Law.
- 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.
- 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.
- The Promotion is not transferrable, assignable or exchangeable and cannot be used in conjunction with any other promotion or offer.
- Any decision of Miele is final and no correspondence will be entered into.
- 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 2000 (Vic)*.
- 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.
- 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.
- 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.