



Miele 60 Day Money Back Guarantee  
on Miele's Triflex HX1 Range\*

Valid 1 June to 30 June 2021

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 **[miele.com.au/Triflex60days](http://miele.com.au/Triflex60days)**
- 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



## Miele 60 Day Money Back Guarantee on Miele's Triflex HX1 Range\*

**Valid 1 June to 30 June 2021**  
**Miele Australia Pty Limited**  
**ABN: 96 005 635 398 of 1 Gilbert Park Drive**  
**Knoxfield, VIC, 3180 (Miele)**

### 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 sixty (60) day money back guarantee for the period of 1 June 2021 to 30 June 2021 (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 Triflex HX1** vacuum cleaner from Miele Australia Pty Limited (**Miele**), at [www.miele.com.au](http://www.miele.com.au), from a Miele Experience Centre or Miele's authorised Retail Distributors between 1 June 2021 to 30 June 2021 (inclusive);
  - make a claim for the Promotion within sixty (60) days of the purchase date; and
  - must have used the Product for normal domestic purposes and maintained the Product according to the instructions or manual supplied. For avoidance of doubt, all other Miele products (including accessories) are excluded from this Promotion.
- Products used in commercial settings or for any hire purchase, lease, rental or other similar arrangement are excluded from this Promotion.
- To be eligible for a refund under the Promotion, you must lodge Your claim within sixty (60) days of purchase by following the steps below:
  - Download the Claim Form and Reply Paid label available for download at [miele.com.au/Triflex60days](http://miele.com.au/Triflex60days)
  - 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
- Promotion is subject to availability and whilst stocks last. No rain checks are provided.
- Normal manufacturer warranty conditions apply.
- The Promotion is not transferable or exchangeable and cannot be taken as cash.
- 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](http://www.miele.com.au) The expression 'personal information' used in this clause means personal information as defined in the Information Privacy Act 2000 (Vic).

16. 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.
17. 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.
18. 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.