

Terms and Conditions

1. The offer set out in these terms and conditions ("Promotion") is open to all consumer UK residents aged 18 years and over (excluding Northern Ireland customers), except employees of the Promoter and their families and friends, its agents and anyone otherwise connected with the operation or fulfilment of this Promotion. You must be the owner of the Qualifying Product to make a claim. This Promotion is in addition to, and separate from, any legal and statutory consumer rights you may be entitled to against the seller of your Qualifying Product, including without limitation your right to receive goods that are as described, of satisfactory quality and fit for purpose.
2. By participating in this Promotion, participants are deemed to have accepted these terms and conditions, which can be found at [<https://www.miele.co.uk/m/general-terms-conditions-881.htm>]. The Promoter reserves the right to withhold a refund to anyone in breach of these terms and conditions.
3. The offer is limited to a single application per household over the period of Promotion, which runs from 00:01 a.m. BST on 12th May 2025 and 23:59 p.m GMT 31st December 2025. No bulk, trade, third party, wholesalers or distributor applications will be accepted.
4. Claims cannot be made via any retailer or in store.
5. The offer is limited to the following list of Miele Vacuum cleaners ("Qualifying Product(s)") purchased new (i.e. not a refurbished or ex-display product):

Model Group	Model name & material code
Guard S1	Guard S1 Junior (Red) - 12652860
Guard S1	Guard S1 (Blue) - 12652890
Guard S1	Guard S1 (Black) - 12652870
Guard S1	Guard S1 Parquet XL (White) - 12652920
Guard M1	Guard M1 (Red) - 12652510
Guard M1	Guard M1 Flex (Blue) - 12652550
Guard M1	Guard M1 Select (Grey) - 12652610
Guard M1	Guard M1 Parquet XL (White) - 12652580
Guard M1	Guard M1 PQ XL (White) - 12652580
Guard M1	Guard M1 Cat & Dog (Black) - 12652540
Guard M1	Guard M1 Cat & Dog Flex (Black) - 12652570
Guard L1	Guard L1 (Blue) - 12652190
Guard L1	Guard L1 (Red) - 12652180
Guard L1	Guard L1 Flex (Yellow) - 12652200
Guard L1	Guard L1 Allergy (White) - 12652230
Guard L1	Guard L1 Cat & Dog (Black) - 12652240
Guard L1	Guard L1 Cat & Dog Flex (Black) - 12652250
Guard L1	Guard L1 AllFloor (Black) - 12652280
Guard L1	Guard L1 Parquet XL (White) - 12652310
Guard L1	Guard L1 Comfort XL (Titanium Pearl) - 12652330
Duoflex	Duoflex HX1 (Red) - 12377890
Duoflex	Duoflex HX1 (Blue) - 12377910

Duoflex	Duoflex HX1 (Yellow) - 12377930
Duoflex	Duoflex HX1 Extra (White) - 12377960
Duoflex	Duoflex HX1 CarCare (Grey) - 12532840
Duoflex	Duoflex HX1 Cat & Dog (Black) - 12377940
Duoflex	Duoflex HX1 TotalCare (Black & Rose Gold) - 12377970

6. The Qualifying Product must be purchased from Miele direct or other participating UK retailers ("Participating Retailer") which must be detailed on the purchase receipt with the Qualifying Product value listed in GBP (£). Any Miele retailer is included in this campaign, with exceptions of products purchased through online marketplace websites including without limitation eBay, Amazon, Facebook Marketplace. Appliances purchased through outlet stores (including the Miele Outlet) are also not eligible. In addition, appliances sold second-hand, in contract developments, auctions, as prizes or rental agreements are excluded.
7. During the period of Promotion, Qualifying Products may be returned for any reason, beyond that of the normal returns policy and product warranty usually applicable to the Qualifying Products. However, the Qualifying Products must be in working order, i.e. should work as expected and be in the condition in which it was sold. If our technicians assess that the product is not in working order, detect damage, missing parts, improper use (including, but not limited to water damage), or wear and tear in excess of what would reasonably be expected from the period before the product was returned, the return will be rejected and Miele will return your appliance to you free of charge. We will not accept returns where the Qualifying Product is faulty, due to the following:
 1. Non-compliance with safety regulations and warnings given in the operating instructions
 2. Non-domestic, inappropriate and/or commercial use
 3. Use that extends 1,000 hours for vacuum cleaners
 4. Intentional or accidental damage by the owner or third parties
 5. Faulty repairs or repairs carried out by parties other than us or an authorised agent of Miele
 6. External influences (e.g., weather, transit damage)
 7. Replacement parts subject to wear and tear (e.g., filters), or parts which should be maintained and cleaned by you as indicated in the operating instructions (e.g., filters or the floorhead)
 8. Glass breakage and defective light bulbs

How to claim

8. To claim; please access our dedicated website at www.mielepromotions.co.uk/moneyback and follow the online instructions.

You will be asked to provide: your name and email address, Qualifying Product purchased, details of Participating Retailer, date of purchase, purchase price and reason for return. You will need to provide a copy of your purchase receipt (scan or photograph is acceptable) which must detail the Participating Retailer, the Qualifying Product and purchase price in GBP (£). If these details are not shown on the receipt or the applicant does not have a receipt, the application will not be processed, and an email will be sent to the applicant with instructions on how to re-submit the receipt.

9. Claims must be made between 30 and 100 days of purchase date on the purchase receipt and no later than 100 days following the offer closing date of 23:59 p.m GMT 31st December 2025. Applications received later than 100 days following the 31st December 2025 will be rejected. Applications will be rejected if made within 30 days of purchase. The final claim submission date is 10th April 2026.

Next steps

10. If your application is accepted, you will receive an email confirming this (within 10 working days) and telling you what you need to do to return your Qualifying Product and all accessories included with the Qualifying Product to the address provided. You must do this within 28 days of receiving the acceptance email.
11. You will be sent a pre-paid label via email with the instructions on how to return your item. We will not accept any liability for additional costs incurred by you associated with return postage costs which are not included in the Promotion.
12. All care should be taken to ensure the returned product is adequately packaged and protected in transit to avoid loss or damage. Your Qualifying Product will be quality-checked upon return, and we reserve the right to then reject your claim if any missing items, rectifying damage to the product, if the product does not turn on, or otherwise as set out in these terms. If this applies you will receive an email within 28 days of the Qualifying Product being quality-checked, detailing your claim rejection. You will be able to track the progress of your claim, and you will receive an email confirming this.
13. If your application is rejected, you will receive an email detailing the reason for rejection. If any proof of purchase is resupplied, you must do so by midnight 14 days after of the date of the rejection email. If you do not do so, you will have to start the claims process again. The timeframes set out in these terms shall apply to the restarted claims process.
14. No responsibility is accepted for applications that are ineligible, incomplete, misdirected or late submissions. Proof of posting will not be accepted as proof of delivery. Responsibility cannot be accepted for lost, damaged or delayed returns and/or their contents. The Promoter accepts no responsibility for applications not successfully completed due to a technical fault, computer hardware or software failure, satellite, network or server failure of any kind. The Promoter shall not be liable for any delay or failure due to any event beyond its control.

Refund

15. The Promoter will refund the actual purchase price paid for a maximum of one Qualifying Product purchased, as evidenced on the Participating Retailer purchase receipt. A bank transfer to that value will be made out to the name, address and account details supplied on the application.
16. Please allow 28 working days after the date of your returned Qualifying Product being accepted for the bank transfer to be made and allow 5 days for the bank transfer to clear.
17. The refund amount will not include any additional postage costs for the return of the Qualifying Product.

General

18. This offer cannot be used in conjunction with any other promotion run by the Promoter in respect of the product.
19. You may not transfer or assign any or all of your rights and obligations under these terms and conditions.
20. We shall not be liable for: (i) losses that were not foreseeable to by us or you when the contract for your Qualifying Product was formed; (ii) losses that were not caused by any breach on our part; and / or (iii) business losses, and/or losses to non-consumers. Nothing in these terms will exclude any liability which we are not allowed to exclude by law, such as death or personal injury resulting from negligence on our part or for any damage incurred because of fraud or fraudulent misrepresentation by us.
21. This Promotion does not affect your statutory rights.
22. Any purchases made using finance are still eligible to claim for this Promotion but it your sole responsibility to ensure that all payments are made in full compliance with the terms entered into with the financial company.
23. Fraud measures are in place such as dedupes on bank details, and any customers who are deemed to have submitted a fraudulent claim will have their request rejected.
24. The Promoter reserves the right to amend or withdraw this Promotion at any time without prior notice. You can still claim under these terms for any eligible purchase made before the termination date.
25. The Promoter's decision is final and binding in all matters.
26. Participants information will be used for the sole purpose of administration of this Promotion except where a participant has opted in to receive future communications from the Promoter. Other than is require by law, we will not disclose the participant's information to any party not directly involved in the running of this Promotion. For more information on our privacy policy, please visit www.mielepromotions.co.uk/moneyback/privacy-policy
27. The Data Controller (as defined in the General Data Protection Regulation ((EU) 2016/679)) is Miele Company Limited, Fairacres, Marcham Road, Abingdon, OX14 1TW and a Data

Processor (as defined in the General Data Protection Regulation ((EU) 2016/679)) is the Marketing Lounge Partnership of The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire WA4 4PG.

28. These terms and conditions are governed by and construed in accordance with English law and subject to the exclusive jurisdiction of English courts.

29. The Promoter of this Promotion is Miele Company Limited, Fairacres, Marcham Road, Abingdon, OX14 1TW.

Minimum/significant Terms and Conditions

Promoter: Miele Company Limited, Fairacres, Marcham Road, Abingdon, OX14 1TW, England

Promotion Dates: 12/05/25 – 31/12/25 ("**promotion period**")

Qualifying Products: Guard S1 Junior (Red) – 12652860, Guard S1 (Blue) – 12652890, Guard S1 (Black) – 12652870, Guard S1 Parquet XL (White) – 12652920, Guard M1 (Red) – 12652510, Guard M1 Flex (Blue) – 12652550, Guard M1 Select (Grey) – 12652610, Guard M1 Parquet XL (White) – 12652580, Guard M1 PQ XL (White) – 12652580, Guard M1 Cat & Dog (Black) – 12652540, Guard M1 Cat & Dog Flex (Black) – 12652570, Guard L1 (Blue) – 12652190, Guard L1 (Red) – 12652180, Guard L1 Flex (Yellow) – 12652200, Guard L1 Allergy (White) – 12652230, Guard L1 Cat & Dog (Black) – 12652240, Guard L1 Cat & Dog Flex (Black) – 12652250, Guard L1 AllFloor (Black) – 12652280, Guard L1 Parquet XL (White) – 12652310, Guard L1 Comfort XL (Titanium Pearl) – 12652330, Duoflex HX1 (Red) – 12377890, Duoflex HX1 (Blue) – 12377910, Duoflex HX1 (Yellow) – 12377930, Duoflex HX1 Extra (White) – 12377960, Duoflex HX1 CarCare (Grey) – 12532840, Duoflex HX1 Cat & Dog (Black) – 12377940, and Duoflex HX1 TotalCare (Black & Rose Gold) - 12377970 ("**qualifying products**").

Promotion available to consumer UK residents only. Qualifying products purchased during the promotion period may be returned for any reason, subject to the terms and conditions. To be returned: (i) products must be in working order and (ii) you must submit a returns form at [\[www.mielepromotions.co.uk/moneyback\]](http://www.mielepromotions.co.uk/moneyback) within 30 to 100 days of purchase, including all accessories. Proof of purchase required. Purchases must be made from a participating retailer. Appliances sold second-hand, in contract developments, auctions, or rental agreements are excluded. Full terms and conditions are available at [\[www.mielepromotions.co.uk/moneyback/terms-and-conditions\]](http://www.mielepromotions.co.uk/moneyback/terms-and-conditions).