

Hoover HL4 Promotion – Terms & Conditions

1. The Hoover HL4 gift with purchase promotion is the offer by the Promoter of a free pet kit (rrp £50.00) or car kit (rrp £40.00) to customers who purchase a selected Hoover appliance from a participating retailer. Claims are valid for purchases made between 00:01 18th April 2025 and midnight 8th June 2025 and for which the Promoter has received a completed and valid claim by midnight 9th July 2025.
2. There is no other reward alternative for this promotion.
3. The Promotion is limited to one 'Gift' per eligible appliance purchased. No other offers can be claimed in conjunction with the Promotion.
4. The list of eligible appliances is:

Product Category	Product	MPN Code	Model Ref
FC	VACUUM CLEANER	39101044	HL410HM
FC	VACUUM CLEANER	39101045	HL410PT

5. This is a consumer only promotion and full details of the 'Gift' are available at <https://www.hooverdirect.co.uk/pages/retailer-redemption>
6. Purchases of graded, seconds, replacements and imperfect products are excluded from the Promotion.
7. All appliances purchased on a trade or contract basis (i.e. non-consumer purchases) are excluded from the Promotion.
8. The promotion is open to residents of the United Kingdom, Channel Islands, Isle of Man and Northern Ireland only, excluding employees of the Promoter and employees and close family members of retailers.
9. The Promotion, which starts on 18TH April 2025 until 8th June 2025 only applies to purchases made on or between these dates. The Promoter must receive a completed and valid claim by midnight 9th July 2025.
10. The Promotion is offered via participating retailers only and only participating retailers will have the official advertising literature. Participating retailers are:
 - a. Argos
 - b. Currys
 - c. The Very Group
 - d. John Lewis Partnership
 - e. N Brown Group (Home Essentials and JD Williams)

11. How to Claim:

- a. In order to claim the 'Gift', claimants must fully complete the online claim form (providing full name, email address, order number, retailer purchased from and model number purchased). The online claim form is available at <https://www.hooverdirect.co.uk/pages/retailer-redemption>
 - b. Claims must be received by the Promoter no later than midnight on 9th July 2025 and the Promoter will not accept any claims received subsequently.
 - c. Purchasers can claim from the date of purchase.
 - d. Purchasers can contact the support team by email: support.ecommerce@haier-europe.com for assistance only.
12. Claims will be validated immediately upon submission, with the voucher code also being made available immediately enabling claimants to claim their Gift.
13. The Promoter takes no responsibility for incomplete or incorrect information provided by the claimant.
14. The Promoter reserves the right to investigate and undertake all such action, as is reasonable, to protect itself against fraudulent or invalid claims including, without limitation, to require claimants to provide further verification as to proof of purchase. In addition, the Promoter reserves the right to reject those claims which are, in their opinion, fraudulent or invalid.
15. The Gift will not be granted in the event that the product purchased is returned to the relevant retailer, or if the criteria within these terms and conditions are not met.
16. By submitting a claim, claimants agree to be bound by these terms and conditions.
17. In the unlikely event that a claimant is unhappy with their Hoover appliance and wishes to return it for a full refund, such refund is conditional upon return of the Gift (i.e. the Hoover upright car detailing kit, or Hoover upright pet grooming kit).
18. The Promoter reserves the right to withdraw, extend or amend the terms of this promotion at any time due to circumstances beyond its control.
19. The Promotion is subject to the laws of England, Scotland and Wales and the courts of England, Scotland and Wales shall have non-exclusive jurisdiction.
20. The Promoter is Haier Smart Home, 1st Floor 302 Bridgewater Place, Birchwood Park, Birchwood, Warrington, WA3 6XG.
21. This Promotion is carried out and facilitated by Candy Hoover group's (CHG)
22. Please visit <https://www.hooverdirect.co.uk/policies/privacy-policy> for Candy Hoover group's (CHG) privacy policy.