

## Miele Duoflex HX1 – 100 Day Moneyback Guarantee

### Minimum T&Cs

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

**Promotion Dates:** 01/08/24 – 31/12/24 ("**promotion period**")

**Eligible appliances:** All Duoflex HX1 models (material code in brackets) which means Duoflex HX1 Sunset Yellow (12377930), Duoflex HX1 Nordic Blue (12377910), Duoflex HX1 Terra Red (12377890), Duoflex HX1 Extra (12377960), Duoflex HX1 CarCare (12532840), Duoflex HX1 Cat & Dog (12377940) and Duoflex HX1 TotalCare (12377970) ("**eligible appliances**").

Promotion available to GB residents only. Eligible appliances may be returned for any reason within the promotion period and 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 [\[LINK\]](#) within 100 days of purchase, including all accessories. Proof of purchase required. Purchases must be made directly from Miele or a third-party retailer of Miele products in GB. Appliances sold second-hand, in contract developments, auctions, or rental agreements are excluded. The value of any promotional discounts, cashback and delivery costs are excluded from the moneyback guarantee.

### Full Terms & Conditions:

Miele Company Limited, Fairacres, Marcham Road, Abingdon, OX14 1TW, England ("**we**" "**promoter**") may grant the buyer ("**you**") - in addition to, and separately from, any legal consumer rights you may be entitled to against the seller of your eligible Duoflex HX1 model product (which you can claim free of charge) – a moneyback guarantee in accordance with the following terms:

- 1.1 The 100 Day Duoflex Moneyback Guarantee ("**the promotion**") is available on all eligible Duoflex HX1 appliances purchased between 1<sup>st</sup> August 2024 and 31<sup>st</sup> December 2024, inclusive.
- 1.2 The promotion is only available to residents of Great Britain and excludes Northern Ireland and the Republic of Ireland.
- 1.3 Eligible Duoflex HX1 model appliances purchased must be new, i.e. not a refurbished or ex-display product.
- 1.4 Purchases must be made from Miele direct or other third-party retailers of Miele products in GB. Appliances sold second-hand, or in contract developments, auctions, or rental agreements are excluded.
- 1.5 The promotion is only valid for consumers and is not available to the staff, or their respective friends and family, of Miele or third-party retailers of Miele products in GB.
- 1.6 The purchase of the eligible appliances is subject to the [General Terms and Conditions of Sale](#) in addition to these promotional terms and conditions, whereby in the event of conflict, these promotional terms and conditions shall prevail.
- 1.7 Should you wish to return an eligible appliance under the terms of this promotion, within 100 days of the purchase date, you must submit a returns form at [\[LINK\]](#). The appliance to be returned is not exchangeable for other products or services from Miele. Proof of purchase, in the form of a

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valid receipt from Miele or the authorised reseller from which the eligible appliance was purchased, will be required.

- 1.8 The accessories included with the eligible appliance must also be returned. It is not possible to return accessories purchased separately from the device for a moneyback guarantee in respect of those separately purchased accessories.
- 1.9 During the promotion period, eligible appliances may be returned for any reason, beyond that of the normal 30 day returns policy and product warranty usually applicable to the eligible appliances. However, the eligible appliances 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.
- 1.10 We will not accept returns where the eligible appliance is faulty, due to the following:
  - a. Non-compliance with safety regulations and warnings given in the operating instructions
  - b. Non-domestic, inappropriate and/or commercial use
  - c. Use that extends 1,000 hours for vacuum cleaners
  - d. Intentional or accidental damage by the owner or third parties
  - e. Incorrect installation
  - f. Faulty repairs or repairs carried out by parties other than us or an authorised agent of ours
  - g. External influences (e.g., weather, transit damage)
  - h. 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)
  - i. Glass breakage and defective light bulbs
- 1.11 This promotion is in addition to your consumer statutory right to receive goods that are as described, of satisfactory quality and fit for purpose.
- 1.12 This promotion is valid in combination with other promotions and/or offers.
- 1.13 After verification and approval by our technicians, your purchase amount - minus the amount of any promotional discounts, cashback and delivery costs - will be transferred within four weeks to the bank account of your choosing.
- 1.14 Miele GB reserves the right to change the terms and conditions of the promotion and/or to end the promotion prematurely in circumstances that are unforeseen or beyond Miele's reasonable control (including widespread suspected or actual fraudulent or misleading practices or other breaches of these terms and conditions by participants in this promotion). Miele GB also reserves the right to withhold your refund under this promotion if you have (or we have reason to suspect you have): (i) acted fraudulently; (ii) misled us or the Miele GB retailer where you purchased your eligible appliance; and / or (iii) have otherwise breached these terms and conditions.

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Model	Material Code
Duoflex Sunset Yellow	12377930
Duoflex Nordic Blue	12377910
Duoflex Terra Red	12377890
Duoflex Extra	12377960
Duoflex CarCare	12532840
Duoflex Cat & Dog	12377940
Duoflex TotalCare	12377970

- 1.15 We shall not be liable for: (i) losses that were not foreseeable to by us or you when the contract for your eligible appliance was formed; losses that were not caused by any breach on our part; and / or (iii) business losses, and/or losses to non-consumers.
- 1.16 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.
- 1.17 In the context of the fulfilment of customer services and the administration of this promotion, Miele Company Limited collects and processes personal data. For more information about the processing of your personal data, please see our privacy notice at [Privacy Notice \(miele.co.uk\)](https://miele.co.uk/privacy-notice).
- 1.18 English law applies and the English courts shall have exclusive jurisdiction in relation to any disputes in connection with the promotion.