

DE'LONGHI RIVELIA LATTECREMA COOL UPGRADE (THE "PROMOTION")

UK TERMS AND CONDITIONS

1. **Promoter:** The Promotion is conducted by Kenwood Limited, a company incorporated and registered in England and Wales with registered company number 00872044 with registered offices at 1 Kenwood Business Park, New Lane, Havant, Hampshire, PO9 2NH, United Kingdom ("we", "us", "our").

This website and the Promotion are operated by The Marketing Lounge Partnership Limited ("MLP"), a company incorporated in England and Wales with registered number 6467245, whose registered office is at The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire, WA4 4PG, the ("Operator"), on behalf of the Promoter. Operator is responsible for the administering the Promotion, notifying eligible customers and fulfilling the LatteCrema Cool upgrade Set ("Gift").

2. **Promotion Period:** The Promotion is valid while stocks last from 00:00 on 29th April 2026 to 23:59 on 24th June 2026 (inclusive) (the "**Promotion Period**").
3. **Purchasing Qualifying Products:** The Promotion is available for all purchases of the Qualifying Products (defined in point 5 below) made by you during the Promotion Period on the UK De'Longhi Website and in-store and online via the UK websites of participating De'Longhi retailers in the United Kingdom ("**Qualifying Retailer(s)**").

- Curry's
- Argos
- Amazon.co.uk
- John Lewis
- Very

4. **Eligibility:** All customers of the Qualifying Retailers and the UK De'Longhi Website who are resident in the United Kingdom (excluding Isle of Man) and aged eighteen (18) years of age and over ("**you**", "**your(s)**") are eligible to participate in the Promotion and, by participating in the Promotion, you agree to be bound by these Terms and Conditions (which may be amended or varied at any time by us) and any other requirements set out in the materials relating to this Promotion and confirms they have read and understood our Privacy Notice at: delonghirewards.com/lattecrema/privacy-policy

The Promotion is not open to employees and contractors of Promoter, Operator, or any promotion administrator, their families and households and anyone else professionally involved or associated with the Promotion. Promoter and Operator reserve the right at any time to require proof of eligibility in such form as Promoter or Operator reasonably considers necessary.

5. **Qualifying Products:** Any of the following De'Longhi Rivelia Fully Automatic Coffee Machine products purchased during the Promotion Period is the qualifying product for the Promotion:

<i>Range</i>	<i>Model(s) of Qualifying Products</i>
Rivelia Fully Automatic Coffee Machines	EXAM440.55.W, EXAM440.55.B, EXAM440.55.G, EXAM440.55.BG EXAM441.55.GR

("Qualifying Product(s)").

The model number is located on the packaging of the Qualifying Product or on the underside of the Qualifying Product. If you are unsure whether a product is a Qualifying Product in-store, please ask a sales assistant.

6. **Obtain a copy of the Terms and Conditions:** You can obtain a copy of these Terms and Conditions on the UK De'Longhi Website or by writing to De'Longhi Rivelia LatteCrema Cool Upgrade promotion, The Marketing Lounge Partnership Limited, The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire, WA4 4PG to receive a hardcopy in the post. All changes will be posted in revised Terms and Conditions on the UK De'Longhi Website and will be available in hardcopy by post by calling 01565 656251.

7. **Promotion Offer:** When you purchase any Qualifying Product in a single transaction from any Retailer or on the UK De'Longhi Website during the Promotion Period, you will be eligible to claim the Rivelia LatteCrema Cool upgrade Set. This offer is specific to the purchase of Qualifying Product and is limited to one (1) redemption of per purchasing transaction, per customer, per household.
8. **Rivelia LatteCrema Cool upgrade Set:** When you purchase the following Qualifying Product in accordance with these Terms and Conditions, you will be eligible to claim your Rivelia LatteCrema Cool Upgrade

<i>Contents:</i>

LatteCrema Cool Carafe, 2 x 400ml Thermal Glasses, 2 x 800ml Thermal Glasses, Recipe Book

9. **How to claim your Rivelia LatteCrema Cool upgrade Set (purchased from Qualifying Retailers)**

- (a) To claim your Rivelia LatteCrema Cool upgrade Set, you must visit the Redemption Website (see below) at any time during the Promotion Period in which you purchased your Qualifying Product and on or before 24th July 2026 after ("**Closing Date**") and complete the following steps:
 - (i) complete the online redemption form available at delonghirewards.com/lattecrema, providing your full name, postal address and email address and details of the Qualifying Product purchased by you, including retailer and the model number;
 - (ii) upload a scanned copy or photo of your sales receipt as proof of purchase of a Qualifying Product. Your sales receipt must show the Qualifying Product information identified in point (i) above and the name of the Retailer or De'Longhi (to show where you purchased the Qualifying Product);
 - (iii) submit your completed form and your receipt.
 ("**Online Redemption**").
- (b) If you do not have access to the Internet, you can claim your Rivelia LatteCrema Cool Upgrade by post during the Redemption Period. Please call 01565 656251 for a hardcopy redemption form and copy of the full terms and conditions. This is a local number and not a premium rate number. You will need to:
 - (i) complete the redemption form, providing your full name, postal address, email address and phone number and details of the Qualifying Product purchased by you, including retailer and the model number;
 - (ii) enclose a photocopy of your receipt as proof of purchase of a Qualifying Product. Your sales receipt must show the Qualifying Product information identified in point (i) above and the name of the Retailer or De'Longhi (to show where you purchased the Qualifying Product); and
 - (iii) send your completed form and copy of your receipt in the prepaid return envelope by post to: De'Longhi Rivelia LatteCrema Cool Upgrade promotion, The Marketing Lounge Partnership Limited, The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire, WA4 4PG ("**Postal Redemption**").
- (c) Online Redemption and Postal Redemption are together referred to as "**Redemption(s)**".
- (d) Your Rivelia Crema Cool Upgrade must be redeemed in a single Redemption.
- (e) If you do not complete your Redemption by the Closing Date you forfeit your Rivelia LatteCrema Cool Upgrade.
- (f) On receipt of your Redemption, we will verify your Redemption. Claims that are incomplete, illegible, fraudulent, or do not comply with these Terms and Conditions may be rejected at the sole discretion of the Operator. The Operator reserves the right to disqualify any participant where there are reasonable grounds to believe there has been a breach of

these Terms and Conditions or any applicable law. Therefore, please complete your Redemption carefully and accurately.

- (g) All Claims submitted will be reviewed within 7 days by the Operator, to ensure the Claim meets the Qualifying Purchase Criteria.
- (h) All customers will be notified of the status of their claim once it has been reviewed.
 - a. For claims made with an email address, a notification will be sent via email.
 - b. For claims made with only a postal address, a letter will be sent via post.
- (i) If a claim is rejected due to the proof of purchase being incomplete, the customer will have the chance to re-supply an updated proof of purchase through their rejection email or letter notification, but this must be carried out by the Closing Date.
- (j) If a Claim meets the Qualifying Purchase Criteria, the customer will be notified via email and will need to supply their postal address. Once the postal address is received, your Rivelia LatteCrema Cool Upgrade will be posted to the address provided within 14 days
- (k) All postal Claims and copies of purchase receipts, once received by the Operator, will become its property and will not be returned to Customers, therefore please ensure you keep a copy.

10. How to claim your Rivelia LatteCrema Cool Upgrade (purchased from De'Longhi Website)

If you purchase your Qualifying Product from the De'Longhi eCommerce website, you will not need to provide your proof of purchase for validation. You need to follow instructions given at the time of online purchase to confirm your eligibility to take part in this promotion. Once verified, your Rivelia LatteCrema Cool Upgrade will be despatched to your order address with your purchased Rivelia coffee machine in a separate package.

11. Queries: If your Rivelia LatteCrema Cool Upgrade has/have not been delivered within the above timeframes, you can contact us on the query page of delonghirewards.com/lattecrema/help-and-support or by telephone on 01565 656251. This is a local number and not a premium rate number.

The Promoter and Operator accept no liability or responsibility for loss of any kind, arising out of or in connection with the submission of incorrect personal details by entrants to the Promotion, or for entries that are lost, damaged, or delayed. This includes, as an example, entries lost because of network, system development, computer or telecommunications failures, or postal fault of any kind.

12. Privacy:

- (a) As part of this Promotion, we will be entitled to use your personal information for the purposes of administering the Promotion and allowing your participation in the Promotion. Your personal information will be collected, stored and used in accordance with our privacy policy, which is available at delonghirewards.com/lattecrema/privacy-policy
- (b) We and our selected third-party partners may use any personal details you provide to us to contact you from time to time (including by e-mail) about promotions, products and services we think might interest you. However, we will only do this where your marketing preferences indicate you wish to be contacted for this reason.

13. Governing Law: The Promotion and these Terms and Conditions shall be governed by English law and shall be subject to the non-exclusive jurisdiction of the English Courts.

14. The Data Controller (as defined in the General Data Protection Regulation ((EU) 2016/679)) is Kenwood Limited, 1 Kenwood Business Park, New Lane, Havant, Hampshire, PO9 2NH. The Data Processor (as defined in the General Data Protection Regulation ((EU) 2016/679)) is The Marketing Lounge Partnership Limited, The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire, WA4 4PG.

15. The Promoter reserves the right to change the terms and conditions, and void, cancel, suspend or amend the Promotion where it becomes necessary to do so in the event of circumstances beyond its reasonable control. In the event of cancellation, the Rivelia LatteCrema Cool Upgrade may be awarded to Customers whose claim was received prior to the cancellation date.

16. The Promoter's decision regarding any aspect of the Promotion is final and binding.
