

Pure Q9 60 Day Money Back Satisfaction Offer

The 60 Day Money Back Satisfaction Offer is designed for your peace of mind. If for any reason you are unsatisfied with your product, call Electrolux within 60 days from the date of purchase, provide a copy of the original proof of purchase, return the undamaged product in its original packaging and, provided you have properly maintained and used the product under normal household conditions Electrolux will refund the purchase price to you. The refund will not include any shipping costs associated with the product purchase. This offer does not apply to products subject to hire purchase, lease or rental agreements and does not affect any other rights or remedies you may have under the Australian Consumer Law (Schedule 2 to the *Competition and Consumer Act 2010 (Cth)*).

By accepting this offer you agree to be bound by the following terms and conditions.

Pure Q9 60 Day Money Back Satisfaction Offer terms and conditions:

1. The offer applies to Electrolux Pure Q9 vacuum cleaner models PQ91-3EB, PQ92-3PGF only purchased from stores and online between 1st September 2020 to 30th September 2020 (**Vacuum Cleaner**), and is valid for 60 days from the date of purchase.
2. To be eligible for the offer:
 - a. You must provide a copy of the original proof of purchase showing the date of purchase at the time application is made to the Electrolux contact centre;
 - b. The Vacuum Cleaner must have been used under normal household conditions only and have been maintained according to the instructions supplied in the user manual;
 - c. The Vacuum Cleaner must not be the subject of a hire purchase, rental lease or other agreement pursuant to which another party has an interest in or charge over the cleaner. Electrolux reserves the right to require such evidence as it considers necessary to establish that the cleaner is not subject to any such agreement, prior to collection of the Vacuum Cleaner; and
 - d. The Vacuum Cleaner and all accessories must be received by Electrolux undamaged, in working order, in original packaging.
3. Customers who live within major cities or metro areas, should call the Electrolux contact centre on [1300 365 305](tel:1300365305) to apply for the offer and, if eligible, to organise the pick-up of the Vacuum Cleaner.
4. Customers who live outside a metro areas, should call the Electrolux contact centre on [1300 365 305](tel:1300365305) to be directed to the nearest Electrolux Centre and can apply for the offer. It is the customer's sole responsibility to arrange and pay for the return of the Vacuum Cleaner to Electrolux. Electrolux accepts no responsibility for any loss or damage of the Vacuum Cleaner during its return which is at the sole risk of the customer until received by Electrolux.
5. The machine and all accessories must be returned undamaged, in working order, in original packaging and with the original proof of purchase, in order to apply for the guarantee.
6. If you have complied with these terms, Electrolux will refund to you in full the purchase price of the Vacuum Cleaner specified in your proof of purchase.
7. The refund will not include any shipping costs associated with the purchase of the Vacuum Cleaner or the return of the Vacuum Cleaner to Electrolux if required.
8. The refund will be paid by cheque or EFT payment and will only be addressed to the name of the purchaser as detailed on the proof of purchase invoice.
9. Allow up to eight weeks for receipt of refund from the date of refund authorisation by Electrolux.
10. None of these terms and conditions will affect any other rights or remedies you may have under the Australian Consumer Law (Schedule 2 to the *Competition and Consumer Act 2010 (Cth)*).