



BEKO 60 DAY MONEY BACK GUARANTEE

To be eligible to participate in this promotion you must register within 14 days of the purchase date as stated on your receipt/tax invoice.

1. Participation in this promotion is deemed acceptance of these Terms and Conditions. Offer not valid in conjunction with any other offer, unless otherwise advised. This promotion is only valid for purchases within Australia.

2. The Promoter is Beko A & NZ Pty Ltd of 55 Blanck Street, Ormeau, QLD, 4208. ABN 49 152 055 162.

3. To be eligible to participate in this promotion you must purchase an eligible model (see paragraph 19 for Beko A & NZ Pty Ltd eligible models) from participating Retailers, between 1st October 2024 and 30th November 2024 ("Promotional Period").

4. Participation in this promotion is only open to Australian residents 18 years & over. Employees (and their immediate families) of the Promoter, participating retailers and agencies associated with this promotion are ineligible to claim. Only one claim is permitted per person.

5. To be eligible for the 60 day money back guarantee the Beko appliance must be trialled for a minimum of 30 days. If after this 30 day period you are not satisfied with your product you can claim for a refund by completing the promotional claim form. The claim period for this promotion closes 1st February 2025 after which no further claims will be accepted (refer to paragraph 6) This promotion is additional to your existing manufacturers' guarantee and the Australian Consumer Law (in Australia).

Any claim for a refund must be submitted within 60 days of the purchase date as stated on your receipt/tax invoice. To make a claim you must provide a copy of your proof of purchase and provide the following information on your claim form to our Customer Care Department:

a. your contact details - name, address that the product will be located at and daytime contact phone number,

b. a copy of your proof of purchase - a receipt/tax invoice indicating the date of purchase, model purchased and showing the balance for the product has been paid in full

c. a brief explanation as to why you decided to return your Beko A & NZ Pty Ltd product. You must submit your claim via our promotion page on our website. For any

enquiries on how to claim, please contact our Customer Care Department on 1300 282 356 or by emailing beko.care@beko.com.

6. Claims for a refund under this money back guarantee must be submitted within 60 days of purchase. No claims for a refund will be accepted after 5pm AEST 1st February 2025.

7. Claims are not transferrable or assignable.

8. Following submission of a valid claim for the money back guarantee, the Promoter will contact you to arrange to collect your unit. The Promoter will collect from the major metropolitan areas of Brisbane, Gold Coast, Melbourne, Sydney, Adelaide and Perth serviced by Beko A & NZ Pty Ltd service agents. If you live outside of these areas there will be a collection charge that must be paid to the closest allocated Beko authorised service agent prior to collection. The Promoter reserves the right to vary the conditions and timing of any collection of products with notice.

9. The product must be in original condition, notwithstanding acceptable daily use, to be eligible for the money back guarantee. Products that are damaged (including due to mishandling or mistreatment) will not be eligible. All accessories and instruction manuals must also be returned. You must empty and clean the product before collection. Products must not be left on the street or outside of the premises for collection. Products stolen, missing or damaged in these circumstances will be at the claimant's cost and no refund will be supplied.

10. Upon collection, the product will be checked to ensure it is in its original condition and that all accessories have been included in the return. Once checked and approved, Beko A & NZ Pty Ltd will make payment of the original purchase price (excluding any associated charges including delivery, extended warranties, installation and other items purchased but not returned) via direct deposit into the claimants nominated bank account within 10 (ten) working days. If upon collection the product is found to be damaged, the product will not be returned, and no refund will be paid.

11. The 60 day money back guarantee is a benefit that is offered in addition to your existing manufacturers' guarantee and the Australian Consumer Law (in Australia). This promotion does not affect these existing legal rights which continue to apply during and after the course of this promotion. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (in Australia). You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

12. If you would like to make a claim under your manufacturer's guarantee or the Australian Consumer Law (in Australia), or if you would like to discuss anything further please do not hesitate to contact our Customer Care Department on 1300 282 356 or via beko.care@beko.com

13. This Promotion applies only to retail purchases of A-grade Beko appliance (strictly no trade-second). Products are to be paid in full. Layby's will not be

accepted unless paid in full within the Promotional Period. Products purchased under finance or payment agreements are not eligible to participate in this promotion.

14. The offer is not applicable to trade (commercial) or wholesale suppliers, this includes but is not limited to purchases made from suppliers that do not generally sell direct to the public.

15. The refund amount covers only the original purchase price of the eligible Beko appliances and excludes any associated charges including transportation, extended warranties, installation, or reinstallation) and purchase of other items.

16. All claims are subject to verification by the Promoter. The Promoter reserves the right, at any time, to verify the validity of claims (including contacting the place of purchase) and claimants (including a claimant's identity, age and place of residence) and to disqualify any claimant who submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.

17. Incomplete, indecipherable, or illegible claims will be deemed invalid.

18. The 60 day money back guarantee is valid on All A-Grade Beko appliance models only purchased from a participating retailer between 1st October 2024 and 30th November 2024.

19. Eligible Beko A & NZ Pty Ltd All A-Grade Beko Major Domestic Appliances – all new washer, dryer, washer dryer, oven, fridge, cooktop, dishwasher or rangehoods. This offer excludes Beko Small Domestic Appliances, ie Coffee Machines, Stick Vacuums & Air Purifiers.

20. Any misrepresentation or fraudulent information by the purchaser disqualifies claim of this offer.

21. The Promoter reserves the right to vary these terms and conditions without notice, to modify, reschedule or terminate the promotion or to modify or extend the closing date and criteria of the Promotion at its discretion.

22. The Promoters' decision on all matters pertaining to this Promotion is final and binding and no correspondence will be entered into, except as otherwise stated in these terms and conditions.

23. Liability for any tax on any refunds awarded to a Participant pursuant to this Promotion shall be the sole responsibility of the Participant. It is recommended that Participants contact their own accountant or taxation advisor in this regard.

24. Except for any liability that cannot be excluded by law, the Promoter (including its officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of property); whether direct, indirect, special or consequential, arising in any way out of the Promotion, including,

but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any claim or offer that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter.

25. The Promoter collects personal information in order to conduct the Promotion and may, for this purpose, disclose such information to third parties, including, but not limited to, other suppliers and as required, to Australia regulatory authorities. Claim is conditional on providing this information. All claims become the property of the Promoter.