

HOOVER AUG - SEP 2024 BONUS OFFER REDEMPTION TERMS & CONDITIONS

By registering for this redemption/promotion, you agree to these Terms and Conditions, which will at that time, become binding between you and us.

No salesperson, representative or agent is authorised by us to give any guarantee, warranty or representation in addition to, or contrary to these Terms and Conditions.

Participation in this redemption is deemed acceptance of these Terms and Conditions.

Information on how to redeem a bonus offer form part of these Terms and Conditions.

Redemption is only available online through the **Hoover** website (www.hoover.com.au)

PROMOTER

This redemption is being conducted by Techtronic Industries Australia Pty Ltd (ABN: 98 002 277 509) of 31 Gilby Road, Mount Waverley VIC 3149 (**Promoter**).

ELIGIBLE CLAIMANTS

The redemption is only open to eligible claimants. An “eligible claimant” is a person who:

- a) is either an Australian citizen or an Australian permanent resident;
- b) provides an Australian (physical) street address, that is not a PO Box address;
- c) complies with and submits a registration application for this redemption in accordance with these Terms and Conditions;
- d) registers this redemption for himself or herself exclusively and not on behalf of any other person or group of persons;
- e) does not in any way tamper with the redemption and/or the registration process for the redemption;
- f) enters the correct serial/model numbers for the relevant products and for all products in a product kit; and purchases the listed Hoover Carpet Washer OR Hoover HardFloor Cleaners from Bunnings (Australia) or The Good Guys (Australia).

REDEMPTION & PROMOTION PERIOD

The redemption offer only applies to new products outlined in table 1 of the promotion list, purchased from Bunnings (Australia) or The Good Guys (Australia) in Australia (Promotion List). Products purchased from non-authorised sellers (including parallel imports) are not eligible to participate in this redemption.

The redemption purchase period commences on 1st August and closes at 11:59pm on 30th September 2024 (for all products set out in Table 1). Redemptions for all products must be submitted to and received by the Promoter, by 11:59pm AEDST on 15th October 2024 to be eligible (**Promotion Period**).

For clarity, a claimant has until 30th September 2024 to make a purchase (for products listed in Table 1) and until 15th October 2024 to register and redeem the bonus offer online.

REDEMPTION OFFER

Claimants can only register and claim the redemption electronically through a dedicated online redemption page: <https://hoover.com.au/solution-redeem.com.au>

Only one redemption registration is permitted per Hoover product purchased. If a person makes multiple purchases, a person may only register once for every product purchased.

To be able to register and claim the bonus offer, one of the following Hoover products must be purchased from Bunnings (Australia) or The Good Guys (Australia).

The products listed below may not be available in all stores.

Bonus stock is also limited, and in some cases, depending on eligible claimant choices and demand not all bonuses may be available at time of redemption. If the Promoter runs out of bonus offer stock due to demand and current available stock levels, eligible claimants will be contacted and have the choice of waiting until new bonus offer stock arrives or be offered an alternative solution bonus offer as notified by the Promoter. Any alternative or substituted bonus offer will have the same or a greater value than the advertised bonus offer.

Promotion List

TABLE 1 - Redemption purchase period commences on 1st August 2024

PURCHASE ANY OF THESE PRODUCTS:

Brand	Model Description	Model Number
HOOVER	POWER SCRUB XL CARPET WASHER	FACCW21T0K
HOOVER	POWERDASH CARPET WASHER	FACCW21R0K
HOOVER	SMARTWASH PET CARPET WASHER	FACCWSM21M
HOOVER	SMARTWASH ESSENTIALS CARPET WASHER	FACSCW23L
HOOVER	SMARTWASH CARPET WASHER	FACSMCW20A

RECEIVE THE FOLLOWING BONUS ITEM:

HOOVER	FREE & CLEAN CARPET SOLUTION 1L	FFCCS1L22L
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PURCHASE ANY OF THESE PRODUCTS:

Brand	Model Description	Model Number
HOOVER	ONEPWR FLOORMATE ADVANCED HARDFLOOR CLEANER	F18OPHF23N

RECEIVE THE FOLLOWING BONUS ITEM:

HOOVER	PAWS & CLAWS ANTIBACTERIAL HARDFLOOR SOLUTION 1L	FPCMFAB1L22D2
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Only one redemption can be claimed per transaction. To be eligible for the redemption, the product purchased cannot be purchased or used in conjunction with any other offer.

APPLICABLE PRODUCTS

The redemption offer only applies to new products outlined in the Promotion List, purchased from Bunnings (Australia) or The Good Guys (Australia) in Australia. Products purchased from all other sellers (including parallel imports), or outside Australia are not eligible to participate in this redemption.

Each valid redemption registration is only eligible for a bonus offer in accordance with the relevant Hoover product purchased as set out in Table 1.

A valid redemption registration requires providing personal contact information, including your full name, delivery street address (in Australia, excluding P.O. Box), **contact number**, email address, the Hoover product purchased, the Australian authorised retailer store it was purchased from, product serial number, and a copy of the proof of purchase (store product receipt). Any redemption registration form/application that fails to provide true and correct information (including but not limited to product serial/model numbers) will be deemed invalid and excluded from the redemption.

EXCLUDED PRODUCTS

Hoover products not listed in the Promotion List are excluded from this redemption. Products purchased from non-authorised sellers (including parallel imports) are not eligible to participate in this redemption.

This redemption does not apply to any other Hoover products, other than those listed in Table 1.

HOW TO REDEEM YOUR BONUS OFFER

To be eligible for a bonus offer under the purchase redemption offer, a claimant must, during the Promotion Period:

- a) Purchase a qualifying Hoover product (from the products listed in Table 1 only) between 1st August 2024 and 30th September 2024 at Bunnings (Australia) or The Good Guys (Australia) in Australia. Please keep your purchase receipt as you will need a copy of your receipt to register your product online;
- b) Register your Hoover product online on the Hoover website: (<https://hoover.com.au/solution-redeem>) by 11:59pm AEDST on 15th October 2024,
- c) **Click the redeem button and proceed to fill out the form;** and
- d) Once submitted, you will receive an email notification of your application and upon verification and if you qualify as per these Terms and Conditions, your redemption bonus offer will be sent to you.

There is no fee charged to register for this redemption, once you have purchased a qualifying product (from the products listed in Table 1), other than the cost of you accessing the Internet.

DELIVERY

It may take between 4 - 8 weeks for delivery of the bonus offer. In addition, there is a current global microchip shortage across the world and this is having an impact on bonus offer product availability and delivery dates, unfortunately the Promoter has no control over this issue and how it will impact product availability and delivery dates.

If the Promoter runs out of bonus offer stock due to demand and current available stock levels, eligible claimants will be contacted and have the choice of waiting until new bonus offer stock arrives or be offered an alternative solution bonus offer as notified by the Promoter. Any alternative or substituted bonus offer will have the same or a greater value than the advertised bonus offer.

GENERAL

No responsibility will be accepted for late, lost or misdirected claim forms. Payment must be made in full for a product as per the invoice and lay-bys will not be accepted.

Any misrepresentation or fraudulent information supplied by a claimant disqualifies their claim(s) and registration.

The bonus offer cannot be returned and is not, transferable or exchangeable and cannot be taken as cash. In the event that any bonus offer is unavailable, due to reasons beyond the control of the Promoter, then the Promoter will offer an alternative bonus offer, at its discretion, being a product of equal or higher value.

The Promoter reserves the right, at any time, to verify the validity of entries and eligible claimants (including an eligible claimant's identity and place of residence) and to disqualify any eligible claimant who submits a registration that is not in accordance with these Terms and Conditions or who tampers with the registration process. Suitable forms of verification are at the discretion of the Promoter. Errors and omissions may be accepted at the Promoter's discretion.

The Promoter reserves the right to change, suspend or cancel the promotion or redemption offer at any time without notice.

If this redemption is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, including as a result of electronic tampering or fraud, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law (a) to disqualify any claimant, or (b) to modify, suspend, terminate or cancel the redemption, as appropriate.

The Promoter reserves the right, at its sole discretion to disqualify any individual who it has reason to believe has breached any of these Terms and Conditions or engaged in any unlawful or other improper misconduct calculated to jeopardise the fair and proper conduct of the promotion.

The Promoter is not responsible for any technical malfunctions or problems with internet or network congestion, including injury or damage to a claimant's, or any other person's computer related to participation in this promotion and problems with transmission of entries and / or emails over the

internet, acts in violation of these Terms and Conditions, acts in a disruptive manner, or acts with the intent to annoy, abuse, threaten or harass any other person.

Any taxes which may be payable as a consequence of a claimant receiving a bonus offer are the sole responsibility of the eligible claimant.

The Promoter, in its discretion, reserves the right to substitute any bonus offer (or that part of the bonus offer) with another bonus offer to the equal or greater value and/or specification.

The Promoter's decision is final and no correspondence will be entered into.

The Promoter makes no representations or warranties as to actual product pricing. The Hoover ONEPWR product pricing varies and may increase and is adjusted every year, the Promoter does not guarantee any product pricing and the product RRP is subject to change due to factors beyond the Promoter's control.

The Promoter will not be liable to a claimant, participant or any other party for any delay in performing, or any failure to perform, its obligations under these Terms and Conditions to the extent the delay or failure is caused by a Force Majeure Event.

Force Majeure Event means an event which is outside the reasonable control of the party claiming that the event has occurred and the adverse effects of which could not have been prevented or mitigated against by that party with reasonable diligence or reasonable precautionary measures, and includes natural disasters, acts of terrorism, riots, revolutions, civil commotion, industrial action, war, pandemic or epidemic.

PERSONAL INFORMATION

The Promoter collects personal information in order to administer the promotion, the product warranty, surveys, for its own marketing purposes and for market analysis. The Promoter may for this purpose, disclose such information to third parties, including but not limited to agents, contractors, service partners and providers, offer suppliers. The Promoter will not otherwise disclose your personal information unless you have been informed or you have consented or when the Promoter is otherwise permitted or authorised to do so by law. Participation in the promotion is conditional on you providing this information. The Promoter may, for an indefinite period, unless otherwise advised by you, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the claimant. Claimants should direct any request to access, update or correct information to the Promoter. The Promoter's privacy policy contains information about how you can access or correct personal information held about you or make a complaint about a privacy concern or a breach of the Australian privacy laws. The Promoter's privacy policy can be accessed here: <https://hoover.com.au/privacy-policy/>

LIABILITY

Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the *Competition and Consumer Act 2010 (Cth)*, as well as any other implied warranties that are incapable of being excluded (**Non-Excludable Guarantees**). Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) excludes all liability (including

negligence), for any personal injury, or any loss or damage (including loss of opportunity), whether direct, indirect, special or consequential, arising in any way out of the promotion.

GOVERNING LAWS

The laws of Victoria apply to this redemption. Claimants submit to the non-exclusive jurisdiction of the courts of Victoria.