

## Terms and Conditions

### Q4 2024 Professional 2+2 Guarantee

#### Promotional Period: 01 October 2024 to 31 March 2025

1. Information on how to claim and the offer form part of these Terms and Conditions ("Terms and Conditions"). Participation in the Q4 2024 Professional 2+2 Guarantee ("The Offer") deems acceptance of these terms and conditions. Claimants must comply with these Terms and Conditions.
2. The Promoter is Smeg Australia Pty Ltd ABN 33 146 901 082 ("Promoter" or "Smeg")
3. The Promotion commences at 9:00am (AEST) on the 1<sup>st</sup> of October 2024 and closes at 11:59pm (AEST) on the 31<sup>st</sup> of March 2025 ("Promotional Period"). The Promotional Period may be extended at the sole discretion of the Promoter.
4. **The Offer** is only valid for purchases in Australia.
5. **The Offer** is: Purchase an eligible Smeg Professional Dishwasher OR Galileo Professional Combi Oven and receive a total of 4-years warranty on all parts on labour.

#### PARTICIPATING PRODUCTS:

| MODEL       | DESCRIPTION  |
|-------------|--|
| UG405DMAUS  | EcoLINE Under Counter Glasswasher                          |
| SPG405MAU   | EcoLINE Underbench Glasswasher                             |
| UGA415M-1   | EasyLINE Fully Insulated Underbench Glasswasher            |
| SPG415MAU   | EasyLINE Fully Insulated Underbench Glasswasher            |
| UD505DAUS   | EcoLINE Underbench Dishwasher                              |
| SPD505AU    | Ecoline Underbench Dishwasher                              |
| UD505DAUS10 | EcoLINE Underbench Dishwasher                              |
| SPD505AU10  | EcoLINE 500X500 Basket Underbench Dishwasher               |
| UD511D      | Special Line 500x500 Fully Insulated Underbench Dishwasher |
| UD511MDAUS  | EasyLINE Fully Insulated Underbench Dishwasher             |
| UDA515-1    | Special Line Fully Insulated Underbench Dishwasher         |
| SPD515AU    | EasyLINE Fully Insulated Underbench Dishwasher             |
| UD516DAUS   | Special Line - Fully insulated underbench dishwasher       |
| SPD516AU    | Special Line - Fully insulated underbench dishwasher       |
| SPH505AU    | Ecoline Passthrough Dishwasher                             |
| SPH505LAU   | Ecoline Passthrough Dishwasher                             |
| SPH505AU15  | Ecoline Passthrough Dishwasher                             |

|             |   |
|-------------|---|
| SPH505LAU15 | Ecoline Passthrough Dishwasher                                |
| SPH515AU    | Ecoline Fully Insulated Passthrough Dishwasher                |
| HTYA615     | Special Line fully Insulated Passthrough Dishwasher           |
| SPH615AU    | EasyLINE Fully Insulated Passthrough Dishwasher               |
| HTY505DHAUS | Ecoline Passthrough Dishwasher with SHR+                      |
| SPH505HAU   | Ecoline Passthrough Dishwasher with SHR+                      |
| HTY511DHAUS | EasyLINE Fully Insulated Passthrough Dishwasher with SHR+     |
| SPH515HAU   | EasyLINE Fully Insulated Passthrough Dishwasher with SHR+     |
| HTYA615H    | Special Line Fully Insulated Passthrough Dishwasher with SHR+ |
| SPH615HAU   | Special Line Fully Insulated Passthrough Dishwasher with SHR+ |
| SPO5L2SDL   | Galileo Professional Combi Oven LH                            |
| SPO5R2SDL   | Galileo Professional Combi Oven RH                            |
| SPO4L2SDL   | Galileo Professional Combi Oven 4 TRAY                        |

6. For the purposes of these Terms and Conditions:
  - a. "Authorised Reseller" means any one of the Australian merchant or dealer that is authorised by Smeg to sell Participating Products and has been invited by the Promoter to participate in the Promotion. Please contact the seller prior to purchase to confirm eligibility;
  - b. "Participating Product" means any of the Smeg Professional products listed by model name and number that are supplied by Smeg in Australia and sold by a Authorised Reseller;
  - c. All colours are applicable to the promotion.
  
7. Normal manufacturer's warranty conditions apply.
  
8. **The Offer** does not include the following products:
  - a. wholesale complementary products or accessories
  - b. Smeg Domestic Products
  - c. Any item not listed under Participating Products will be excluded
  - d. Clearance "last Chance" items or purchased from [www.shop.smeg.com.au](http://www.shop.smeg.com.au)
  
9. Warranty Conditions:
  - a. Excludes any consumables including item(s) used in conjunction with the operation of a product that degrades over time and needs regular replacement. Examples of consumables include but are not limited to:
    - i. Electrodes
    - ii. Calibrations, Calibration solutions/standards
    - iii. Single use data loggers
    - iv. Custom Probes
    - v. Batteries
  - b. Routine maintenance services must be completed every 12 months by authorised Smeg Professional Technicians. Failure to adhere to this

maintenance schedule may void the warranty or any associated offers.

- c. The warranty covers both parts and labour and is applicable within Australian metropolitan areas, including Sydney, Wollongong, Newcastle, Brisbane, Gold Coast, Sunshine Coast, Melbourne, Geelong, Adelaide, Canberra, and Perth.
10. Any costs, fees, expenses, or liability of any description to pay any amount for installation, insurance, warranty or extended warranty, delivery or any other costs that is, at the determination of the Promoter is its absolute discretion, additional or ancillary to the models listed above.
  11. To be eligible for this offer, each claimant must:
    - a. Be an Australian resident
    - b. Be the end user of the participating products, meaning the claimant must purchase the participating product for commercial purposes, re-sale, re-supply, rental, hire purchase or any other indirect use
    - c. Purchase of eligible product
    - d. must be paid in full within the Promotional Period.
  12. The Promoters decision is final, and no correspondence will be entered into in relation to any such decision.
  13. To register, customers must comply with the following process, during the Promotional Period, in order to register for the extended warranty:
    - a. purchase a Participating Product from a Authorised Reseller during the Promotional Period;
    - b. visit the website [promotions.smeg.com.au](https://promotions.smeg.com.au);
    - c. follow the prompts to the claim form;
    - d. input the requested personal details;
    - e. input the requested purchase information;
    - f. input valid product serial number;
    - g. upload their Proof of Purchase issued by the Participating Retailer of purchase when prompted; and
    - h. submit the fully completed claim form no later than **11:59pm (AEST) on the 30<sup>th</sup> of April 2025. STRICTLY NO REDEMPTIONS WILL BE PROCESSED AFTER THIS DATE.**
  14. Claimants must retain their original purchase receipt(s) ("Proof of Purchase") for all claims as proof of purchase. Failure to produce the Proof of Purchase for all claims when requested may, in the absolute discretion of the Promoter, result in the invalidation of the redemption and forfeiture of any right to The Offer.
  15. The Promoter reserves the right to verify the validity of all registrations and disqualify any claimant for tampering with the registration process or for

submitting a warranty, which is not in accordance with these terms and conditions.

16. The Promoter accepts no responsibility for illegible, late, lost or misdirected registrations.
17. Incomplete, indecipherable or illegible claims will be deemed invalid. Any incorrect details submitted may render the corresponding claim invalid.
18. The Promoter's decision is final, and no correspondence will be entered into in relation to any such decisions.
19. Any tax liability arising because of accepting redemption amounts is the responsibility of the claimant.
20. To the extent permitted by law, the Promoter is not responsible for any problems or technical malfunction of any telephone network or lines, computer online systems, servers or providers, computer equipment, software, failure of any email or online registration form to be received by the Promoter on account of technical problems or traffic congestion on the Internet or at any website, including any injury or damage to the claimant's or any other person's computer related to or resulting from participation or downloading any materials in connection with the Offer.
21. To the extent permitted by law, the Promoter is not responsible for any problems or technical malfunction of any telephone network or lines, computer online systems, servers or providers, computer equipment, software, failure of any email or online registration form to be received by the Promoter on account of technical problems or traffic congestion on the internet or any website, including any injury or damage to the Claimants or any other persons computer related to, or resulting from, participation or downloading any materials in connection with **the Offer**.
22. If a Participating Product is returned for a refund, exchange, or purchase is not finalised, **the Offer** is disqualified for the product in question and the claimant will not be refunded that portion of the return price.
23. Any costs associated with this Promotion is each claimant's responsibility. All other ancillary costs including but not limited to insurance, taxes (excluding GST) and all other expenses are the responsibility of the Claimant. The Promoter makes no guarantee of the availability of its web services and not be held responsible for any interruption of service that may interfere with a claimant's ability to participate in this Promotion.
24. Subject to these Terms and Conditions and to the maximum extent permitted 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 opportunity), whether direct, indirect, special or consequential, arising in any way out of the Promotion.

25. Nothing in this agreement 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 under the *Australian Securities and Investment Commission Act 2001* (Cth) or similar consumer protection laws in the States and Territories of Australia. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, affiliated companies, 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. If the Promoter is able to limit the claimants remedy for a breach of a Non-Excludable Guarantee, the liability of the Promoter (as the case may be) for breach of the Non-Excludable Guarantee is limited to one or more of the following at its option:
- a. in the case of good, the replacement of the good or the supply of equivalent goods, the repair of the goods, the payment of the cost of replacing the goods or of acquiring equivalent goods or the payment of the cost of having the goods repaired; or
  - b. in the case of services, the supplying of services again, or the payment of the cost of having the services supplied again.
26. The Promoter's collection, use and disclosure of personal information ("PI") is subject to the Smeg Privacy Policy (available at [smeg.com.au](http://smeg.com.au)) and is incorporated into this agreement. The Promoter collects PI to conduct **the Offer**, and may for this purpose, disclose PI to third parties, including but not limited to agents, contractors and service providers and to any Government authorities and agencies. The promotion is conditional on providing this PI and without this PI, the Promoter cannot process any claims. The claimant consents to the information they submit with their claim being entered into a database and the Promoter may use this information in any media for future promotional, marketing and publicity purposes without any further reference, payment or other correspondence to the claimant. All personal details of the claimants will be stored at the office of the Promoter. A request to access, update or correct any information should be directed to that office.

For consumer enquiries, please contact:

**SMEG AUSTRALIA**

Ph: 02 8667 4888

E: [info@smeg.com.au](mailto:info@smeg.com.au)