



**30 DAY**

**MONEY BACK  
GUARANTEE**

**TERMS AND CONDITIONS**

## **Terms and Conditions**

### **SMEG 30 Day money-back guarantee 2011**

### **SMEG Branded Dishwashers – 2011 models**

1. Information on how to action your 30-day money-back guarantee forms a part of these terms and conditions.
2. Offer is not to be used in conjunction with any other offer.
3. This 30 day limit takes effect from time of customer delivery.
4. Customer must purchase a Smeg-branded 2011 dishwasher model during the following Promotion Period.

**Commences: 8:30am 1 May 2011**  
**Closes: 5:30pm 30 June 2012**

5. Smeg 2011 dishwasher models must be paid for in full to be eligible.
6. The dishwasher must be in original condition, notwithstanding acceptable daily use, to be eligible. Dishwashers that have sustained damage due to mishandling or mistreatment will not be eligible.
7. If, within 30 days from the date of delivery, you are not totally satisfied with your Smeg dishwasher and in order for your unit to be returned, please supply
  - a. your contact details – name, address and daytime contact phone number
  - b. a copy of your fully itemised invoice
  - c. a copy of your receipt of payment
  - d. a brief explanation as to why you decided to return your Smeg dishwasher

You can forward this in the following manner...

- a. scan and email to [enquiries@smeg.com.au](mailto:enquiries@smeg.com.au)
- b. send by FAX to 02 8667 4800, to the attention of "Dishwasher Guarantee"
- c. photocopy and post to:

**Dishwasher Guarantee**  
**Smeg Australia Pty Ltd**  
**2 – 8 Baker St**  
**BANKSMEADOW, NSW 2019**

8. Upon receipt of, and after verifying the authenticity of your claim for the money-back guarantee of your Smeg dishwasher, you will be contacted by your nearest Smeg office to arrange the return of your unit. Please return with all accessories and instruction manuals. The dishwasher will be checked to ensure it is in its original condition. Once checked Smeg Australia will arrange for a cheque for the full purchase price to be posted to you.
9. Please allow up to 4 weeks from the date of pick-up of your unit by Smeg Australia for your cheque to be posted.
10. The offer is available to retail sales only and is not available to any project development, or purchases of products that are factory seconds.
11. The 30 Day Money Back Guarantee is valid in respect of selected Smeg branded products only purchased from an authorised retailer displaying the 30 Day Money Back Guarantee sticker affixed to the product in store from May 2011 to June 2012. These selected items are SMEG branded 2011 Dishwasher models as listed below. **The offer does not apply to Smeg Dishwashers launched prior to 2011**, which may still be available for sale.
12. Eligible 2011 Smeg Dishwasher models include: DWA149W, DWA149S, DWA147W, DWA147X, DWA157W, DWA157X, DWA157XB, DWAU149X, DWAI152XT, DWAU157XT, DWAFI149, DWAFI152T.
13. This guarantee is only valid for purchases within Australia and will only pick up goods and post cheques to an address within Australia.
14. Smeg Australia accepts no responsibility for late, lost or misdirected mail and/ or claims.
15. By lodging a claim under this offer, the claimant excludes Smeg Appliances from any liability for loss or damage resulting from or organising in connection with the offer to the extent permitted by law.
16. The Promoter is Smeg Australia Pty Ltd, 2-8 Baker Street, Banksmeadow NSW 2019, (02) 8667 4888, ABN 33 146 901 082