

Emelia Jackson Mother's Day Promotion 2026 – Terms & Conditions

1. Acceptance of Terms

Information on how to enter this Promotion and details form part of these Terms and Conditions of entry (**Terms**). These Terms apply to the Promotion and by entering this Promotion, you represent that you are eligible to enter and are deemed to have accepted these Terms.

2. Promoter

The promoter is De'Longhi Australia Pty Ltd (ABN 49 104 012 857) of Nexus Industry Park, Building 3A, 43 Lyn Parade, Prestons NSW 2170, Australia, phone 1800 126 659 (**Promoter**).

3. Promotion Period

The Promotion will be open from 12:00am Australian Eastern Daylight Time (AEDT) on 01/04/2026 and will close at 11:59pm AEST on 13/05/2026 (**Promotion Period**). Any Participant who purchases an Eligible Machine outside of the Promotion Period will not be eligible to enter.

4. Eligibility

Entry is open to Australian residents aged 18 years and over, who purchase an eligible machine listed in Clause 9 (**Eligible Machine**) from a Participating Retailer and register their purchase at the promotional page <https://www.kenwoodworld.com/en-au/e/promo> (**Promotional Page**) during the Promotion Period (**Eligible Entrant**).

5. Exclusions

Employees, directors, management and contractors of the Promoter and other agencies, firms or companies associated with the Promotion (including Participating Retailers listed in Clause 10), and their immediate families, are not eligible to enter. "Immediate family" means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin.

6. How to Enter

To enter for a chance to win, an Eligible Entrant must:

- (a) Purchase one of the Eligible Machines from a Participating Retailer in Australia during the Promotion Period;
- (b) Register their purchase and upload proof of purchase (showing date and retailer) at the promotional page;
- (c) Submit all required information via the Promotional Page <https://www.kenwoodworld.com/en-au/e/promo>.

7. Draw Date

Entries close at 11:59pm AEST on Wednesday, 13/05/2026. The Prize draw will take place at 12:00pm AEST on Monday, 18/05/2026 at the Promoter's office in Prestons, NSW (or at such other place as the Promoter may reasonably determine, subject to any directions from a regulatory authority). The draw will be conducted using a computerised random selection process from all valid entries received during the Promotion Period. The draw will be supervised by at least two (2) representatives of the Promoter or its authorised agent, and the Promoter will retain an auditable record of the draw process, including a full list of entries, the randomisation method used and the draw result. The draw will be conducted in a fair and transparent manner such that each valid entry has an equal chance of being drawn.

8. Entry Validity

Participants will only be selected as a winner if they are an Eligible Entrant and they comply with these Terms. Any entries that fail to meet these requirements will be deemed invalid. Entries will also be deemed invalid if they are incomplete, incorrect or incomprehensible, or if they are stolen, forged, mutilated or tampered with in any way.

9. Eligible Products

The eligible products (**Eligible Machines**) for the purposes of this Promotion are:

Model Number	Product Name
KZM35000GY	Kenwood Go Stand Mixer
KZM35000RD	Kenwood Go Stand Mixer
KZM35000GR	Kenwood Go Stand Mixer
KM336	Kenwood Classic Chef Stand Mixer
KVC3100W	Kenwood Chef Stand Mixer
KVL4100W	Kenwood Chef XL Stand Mixer
KVC65001SI	Kenwood Titanium Chef Baker Stand Mixer
KVL65001WH	Kenwood Titanium Chef Baker XL Stand Mixer
KVC85004SI	Kenwood Titanium Chef Baker Stand Mixer
KVL85004BK	Kenwood Titanium Chef Baker XL Stand Mixer
KWL90004SI	Kenwood Titanium Chef Patisserie XL Stand Mixer
KCL96004DG	Kenwood Cooking Chef XL Stand Mixer

10. Participating Retailers

The following retailers are considered **Participating Retailers** for the purposes of this Promotion:

Amazon, Appliances Online, Betta Electrical, Bi Rite, Billy Guyatts, Bing Lee, Camberwell Electrics, Costco, David Jones, Domayne, Dorsett Retail, Flybuys, The Good Guys, Harris Scarfe, Harvey Norman, JB Hi-Fi, Joyce Mayne, Kenwood World Website, Kitchen Warehouse, Myer, Qantas Store, Retravisision Group, Winning Appliances, and Stan Cash.

The Promoter reserves the right to update, add, or remove Participating Retailers from this list at its sole discretion subject to any written directions from a regulatory authority.

11. Channel Exclusions

Purchases of Eligible Machines made through TVSN are not valid, and entries will be deemed invalid in respect of such purchases.

12. Payment

The Eligible Machine must have been paid for in full by the Eligible Entrant (including through the use of payment products and/or other payment plan agreements with third parties) within the Promotion Period.

13. The Prize

There are five (5) prizes to be won. Each prize consists of a trip for the winner and one (1) guest to Melbourne, Victoria, which includes:

- A 3-hour in-person baking class with Emelia Jackson;
- Lunch with Emelia Jackson at the baking class venue or at a restaurant in Melbourne;
- Return economy flights from the winner's nearest Australian capital city to Melbourne (if applicable, see Clause 17);
- One (1) night accommodation (twin share) at a hotel selected by the Promoter; and
- Return transfers between Melbourne Airport and the accommodation and between the accommodation and the experience.

The Prize does not include, and the winner and their guest are solely responsible for, any costs or expenses not expressly stated above, including but not limited to: meals and beverages (other than the lunch with Emelia Jackson expressly included above); travel insurance; spending money; incidental charges at the hotel (including but not limited to mini-bar, room service, laundry and telephone charges); transport to and from the winner's nearest capital city departure airport; additional transfers within Melbourne beyond those expressly stated; passport, visa or other travel documentation costs; baggage fees beyond the standard airline-included allowance; any costs arising from upgrades or changes to flights, accommodation or transfers requested by the winner; and any other costs of a personal nature. The Prize is subject to the standard terms and conditions of individual prize component suppliers. The Prize, or any unused portion of the Prize, is not transferable, exchangeable or redeemable for cash or other goods or services.

14. Prize Value

The total prize pool value for this Promotion is up to AUD \$12,400 (including GST). The value of the Prize is accurate and based upon the recommended retail value of the Prize (inclusive of GST) at the

date of printing. The Promoter accepts no responsibility for any variation in the value of the Prize after that date.

15. Prize Dates (Strictly Enforced)

The "Baking Class with Emelia Jackson" component of the Prize is strictly scheduled for Sunday, 14 June 2026 (Event Date). The Event Date is fixed and, subject to Clause 15A, cannot be changed. Each winner must, within three (3) business days of being notified that they have won, take reasonable steps to confirm their eligibility and availability to attend on the Event Date (including responding to the Promoter and providing any information reasonably requested by the Promoter). If a winner notifies the Promoter that they or their nominated guest are unavailable or unwilling to travel to or attend the Event on the Event Date, or if the winner fails to take reasonable steps to confirm eligibility and availability by 09:00pm AEST on 21/05/2026, the Prize will be forfeited in its entirety and a Second Chance Draw may be conducted in accordance with Clause 20, subject to any written directions from a regulatory authority. No cash or alternative prize will be awarded in lieu of a forfeited Prize, except as expressly provided in Clause 15B.

15A. Event Contingency & Substitution

In the event that the "Baking Class with Emelia Jackson" (the **Event**) cannot take place on **Sunday, 14th June 2026** due to circumstances beyond the Promoter's reasonable control (including but not limited to illness, incapacity, travel restrictions, or force majeure), the Promoter reserves the right to:

- (a) **Reschedule:** Change the date of the Event to a later date within six (6) months of the original date, provided reasonable notice is given to the winners; or
- (b) **Substitute Talent:** Proceed with the Event on the scheduled date or a later date within six (6) months using an alternative baking personality of similar stature and expertise; or
- (c) **Substitute Prize:** If neither (a) nor (b) are reasonably practicable, provide a substitute prize of equal or greater value to the original Prize, subject to any written directions from state and territory gaming authorities.

Any rescheduling, substitution or material variation under this clause 15A will be carried out in accordance with applicable trade promotion lottery laws and permit conditions, and, where required, will be subject to prior approval or written directions from the relevant state and territory regulators.

15B. No Forfeiture for Promoter-Led Changes

If the Event is rescheduled or the talent is substituted pursuant to Clause 15A, and a winner is unable to attend on the rescheduled date or participate in the substituted experience, the Promoter will use reasonable endeavours to provide an alternative prize of equal or greater total value (which may be a different experience or a goods-based prize), subject to any written directions from a relevant regulatory authority. For the avoidance of doubt, nothing in this Clause limits or excludes any rights a winner may have under the Australian Consumer Law. The winner will not be entitled to any additional compensation for the change in talent or date.

16. Travel Terms

- 16.1 Flights will be return economy class airfares from the winner's nearest Australian capital city airport to Melbourne (Tullamarine) Airport and will be arranged and booked by the Promoter at the Promoter's discretion, subject to availability. Flight dates and times will be selected by

the Promoter to align with the Event Date. The Promoter will use reasonable endeavours to accommodate the winner's travel preferences but is under no obligation to book specific airlines, routes, flight times or booking classes. Standard checked baggage as included by the relevant airline is included; any additional or excess baggage charges are the winner's responsibility.

- 16.2 The winner and their nominated guest are responsible for their own transport to and from the departure airport.
- 16.3 Return transfers between Melbourne (Tullamarine) Airport and the hotel, and between the hotel and the Event venue, will be arranged by the Promoter. These transfers are limited to a single return trip on each route and do not include any additional transport within Melbourne.
- 16.4 If the winner or their nominated guest fails to present for a confirmed flight or transfer due to the winner's or guest's own fault or omission (including, without limitation, arriving late at the airport or failing to hold valid identification or travel documents), the relevant flight or transfer component of the Prize will be forfeited, and the Promoter will have no obligation to rebook or provide any cash or other alternative, subject always to any rights the winner may have under the Non-Excludable Guarantees.
- 16.5 If a confirmed flight forming part of the Prize is cancelled or materially delayed by the airline for reasons beyond the reasonable control of the Promoter and not due to any act or omission of the winner or their nominated guest, the Promoter will use reasonable endeavours to assist the winner and their guest to be rebooked on the next available flight that would still reasonably enable attendance at the Event on the Event Date. If, despite those reasonable endeavours, it is not reasonably practicable to rebook travel in time for the winner and their guest to attend the Event on the Event Date, the Promoter's obligations in respect of the travel and Event components of the Prize will be treated as discharged and no substitute experience, cash or other compensation will be provided, subject always to any rights the winner may have directly against the airline and to the Non-Excludable Guarantees. For the avoidance of doubt, this situation will not, of itself, entitle the Promoter to conduct a Second Chance Draw unless the Prize is otherwise unclaimed in accordance with clause 20.
- 16.6 One (1) night of twin-share hotel accommodation on the night of 13 June 2026 (or such other date as the Promoter determines to align with the Event Date) is included. The hotel will be selected by the Promoter at its discretion. All incidental charges at the hotel (including but not limited to mini-bar, room service, laundry and telephone charges) are the sole responsibility of the winner.

17. Local Winners

If, at the time of entry, a winner ordinarily resides within the Greater Melbourne metropolitan area (as reasonably determined by the Promoter), the flight component of the Prize will not be provided and no cash, credit or alternative benefit will be substituted for the flights. Return transfers between the winner's residential address (or a nominated pick-up point within the Greater Melbourne metropolitan area, at the Promoter's discretion) and the Event venue will be provided in lieu of airport transfers. For the avoidance of doubt, the accommodation component of the Prize will still be provided to local winners. The winner is not entitled to the monetary difference (if any) between the actual Prize value received and the maximum stated Prize value, subject always to any rights the winner may have under the Non-Excludable Guarantees.

18. Media & Publicity Release

By accepting the Prize, the winner and their guest agree to participate in and co-operate as required with all reasonable media editorial requests relating to the Prize, including but not limited to being interviewed, photographed, and filmed during the baking class, lunch, and associated events. The winner and their guest grant the Promoter a royalty-free, non-exclusive licence to use, reproduce, publish, and display their name, likeness, image, and/or voice in any media (including but not limited to social media, websites, print, and digital advertising) for the purpose of promoting this Promotion, the Promoter, and/or the Promoter's products. This licence shall remain valid for a period of twelve (12) months from the date of the event, without any further compensation, restriction, or liability. Winners may withdraw consent for future use of their image by providing 30 days' written notice to the Promoter, provided that this does not affect any materials already produced or in circulation.

19. Winner Selection

- 19.1 The five (5) winners will be determined by a computerised random selection process from all valid entries received during the Promotion Period, conducted at 12:00pm AEST on Monday, 18 May 2026 at the Promoter's office in Prestons, NSW. Winners will be notified in writing (via email) and by telephone on the day of the draw (18/05/2026). Winners' names will be published on <https://www.kenwoodworld.com/en-au/e/promo> by 25/05/2026 and will remain published on that page for at least twenty-eight (28) days.
- 19.2 The Promoter's decisions in relation to all aspects of this Promotion (including eligibility, the conduct of the Promotion and the awarding of Prizes) are final, subject to any review or directions by a relevant government authority and any rights entrants may have under the Non-Excludable Guarantees.

20. Unclaimed Prizes (Second Chance Draw)

- 20.1 As the Prize involves a scheduled event on Sunday, 14 June 2026, the Prize is deemed time-critical. A Prize will be treated as **unclaimed** if:
- (a) the winner does not respond to the Promoter's notification within three (3) business days of the initial notification;
 - (b) the winner indicates that they are unable to attend the Event on the Event Date; or
 - (c) the winner fails to provide valid identification or other information reasonably requested by the Promoter to verify eligibility within the timeframe specified.
- 20.2 If any Prize remains unclaimed, the original winner will forfeit the Prize and a Second Chance Draw will be conducted at 12:00pm AEST on Friday, 22 May 2026 at the Promoter's office, Building 3A, 43 Lyn Parade, Prestons NSW 2170 (or at such other place as the Promoter may reasonably determine, subject to any directions from a regulatory authority), using the same computerised random selection process as the original draw, subject to any written directions from a regulatory authority.
- 20.3 The winner of any Second Chance Draw will be notified in writing (via email) and by telephone within two (2) business days of the Second Chance Draw. The Second Chance Draw winner's name will be published on <https://www.kenwoodworld.com/en-au/e/promo> within seven (7) days of the Second Chance Draw and remain published for a minimum of twenty-eight (28) days.
- 20.4 If, following a Second Chance Draw, the Prize remains unclaimed, the Promoter may in its sole discretion conduct further redraws, subject to any written directions from a relevant

regulatory authority, until the Prize is awarded or the Event Date has passed, whichever occurs first.

21. Proof of Purchase

Eligible Entrants must retain their original purchase receipt as proof of purchase. Failure to produce proof may result in forfeiture of the prize.

22. Product Conditions

Purchases of second-hand, corporate orders, staff purchases, or refurbished products are not eligible. Purchases of brand-new products made during retailer sales or promotional periods are eligible.

23. Verification

The Promoter reserves the right to verify any entrant's eligibility and to disqualify any entry that does not comply with these Terms. Before disqualifying an entrant, the Promoter will notify the entrant in writing of the suspected non-compliance and provide a reasonable opportunity (being not less than three (3) business days) for the entrant to respond or provide additional information. This clause does not prevent the Promoter from immediately disqualifying an entry where the Promoter reasonably suspects fraud, unlawful conduct or deliberate manipulation of the Promotion, provided that the Promoter will still act reasonably and in accordance with any applicable laws and permit conditions.

24. Force Majeure

If the Promotion is interfered with in any way or cannot be conducted as reasonably anticipated (including due to technical difficulties, unauthorised intervention, fraud or any event of force majeure), the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law: (a) to disqualify any entrant; or (b) where required, subject to any prior approval or written directions from relevant gaming regulators (including, where applicable, the ACT Gambling and Racing Commission), to modify, suspend, terminate or cancel the Promotion, as appropriate. If the Promotion is cancelled, the Promoter will publish a notice of cancellation on the promotional website and will notify entrants via email where reasonably practicable. Nothing in this Clause limits or excludes any rights an entrant may have under the Australian Consumer Law.

25. Liability & Insurance

25.1 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 under the *ASIC Act* or similar consumer protection laws in the States and Territories of Australia (**Non-Excludable Guarantees**).

25.2 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.

- 25.3 This exclusion of liability includes, but is not limited to, loss or damage arising from:
- (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 entry or prize claim 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;
 - (d) any variation in prize value to that stated in these Terms and Conditions;
 - (e) any tax liability incurred by a winner or entrant; or
 - (f) attendance at the Prize event or use of the Prize.

25.4 The Promoter and its associated agencies take no responsibility for any prize damaged or lost in transit. For the avoidance of doubt, it is the responsibility of the winner and their guest to ensure they have valid travel insurance (if desired) for the duration of the Prize trip.

26. Privacy

The Promoter collects personal information (including name, email address, telephone number, residential address and proof of purchase) for the purpose of conducting the Promotion, including entry processing and verifying eligibility, winner selection, contacting winners, Prize fulfilment and compliance with regulatory requirements. Personal information will be retained for no longer than 24 months after the conclusion of the Promotion, unless required by law or for ongoing warranty purposes. If an entrant opts in at the time of entry, the Promoter may also use the entrant's personal information for future marketing communications. Entrants may opt-out of marketing communications at any time by clicking the unsubscribe link in any marketing email or by contacting the Promoter. Personal information will be handled in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. The Promoter may disclose personal information to its related bodies corporate, promotional partners and third-party service providers (including prize suppliers and draw administrators) for the purposes described above. By entering the Promotion, entrants consent to the collection and use of their personal information as described in this Clause and in the Promoter's Privacy Policy, available at <https://www.kenwoodworld.com/en-au/privacy-policy>. Entrants may request access to, or correction of, their personal information by contacting the Promoter using the details in Clause 27.

27. Contact

For all enquiries, entrants can contact the Promoter via the contact form on <https://www.kenwoodworld.com/en-au/contact-us> or call 1800 126 659.

28. Authorisation

This Promotion is authorised under:

ACT Permit No. ACT TP 26/00287.1; SA Licence No. T26/206; NSW Authority No. TP/04897.

- (a) ACT Permit No. ACT TP 26/00287.1;
- (b) NSW Authority No. TP/04897; and
- (c) SA Licence No. T26/206.

The Promoter will ensure that the ACT permit number, NSW authority number and SA licence number are displayed on all entry forms (if any) and on all advertising materials that refer to this Promotion, to the extent required by applicable laws and permit conditions.

29. Dispute Resolution

If an entrant has a complaint or dispute in relation to the Promotion, the entrant must notify the Promoter in writing using the contact details set out in Clause 27. The Promoter will endeavour to resolve the complaint or dispute within fourteen (14) days of receipt of the written notification. The Promoter's decision in relation to any aspect of the Promotion is final, subject to any applicable law or regulation that cannot be excluded. Nothing in these Terms restricts, excludes or modifies any rights an entrant may have under the Australian Consumer Law or any other applicable legislation, and the Promoter will comply with any directions or determinations issued by a relevant government authority in connection with this Promotion.

30. Variations

Subject to any applicable law, regulatory requirement and, where required, any written directions or prior approvals from relevant state and territory gaming regulators (including, where applicable, the ACT Gambling and Racing Commission), the Promoter reserves the right to vary, suspend or cancel the Promotion or amend these Terms at any time. The Promoter will publish any material variations on the promotional website and will use reasonable endeavours to notify affected entrants directly.

31. Governing Law

These Terms are governed by the laws of New South Wales, Australia. Each entrant submits to the non-exclusive jurisdiction of the courts of New South Wales.