

BRAUN 100 DAYS MONEY BACK GUARANTEE (AUSTRALIA)

Terms and Conditions

These Terms and Conditions, along with the Braun Household Privacy Policy, which is included by reference within these Terms and Conditions (accessible at <https://www.braunhousehold.com/en-au/privacy-policy>), and the Claim form ("Claim Form"), constitute the complete agreement and understanding between the Promoter and the Claimant regarding the Braun 100 Days Money Back Guarantee ("Promotion"). By participating in the Promotion, you are considered to have accepted these Terms and Conditions. The Claim is not valid in combination with any other offer, to the extent permitted by law.

The Product must be used and maintained in accordance with the instruction manual supplied.

Entry into the Promotion is deemed acceptance of the Terms & Conditions. In the event of any dispute, the decision of the Promoter is final and no correspondence will be entered into.

This offer is in addition to and does not replace your statutory rights and protections.

Promotional Period

To participate in the Braun 100-Days Money Back Guarantee, you agree to the following:
Customers must purchase one of the following Eligible Braun Products from
8:00 am AEST on 1 January 2025 - 11:59 pm AEST on 31 December 2025

Eligible Products:

Jug Blender: JB1050WH, JB1050BK, JB3150BK, JB7550BK, JB9042BK

Hand blenders: MQ3025WH, MQ55755M, MQ7077X, MQ7087X, MQ9187XLI

Choppers: CH3011BK

Spin juicers: SJ5000, SJ7000

Air Fryer: HF3030BK, HF5030IBK, HF5073IBK

Contact Grills: CG5033IGY, CG7040BK, CG9160SL

Steam Irons: SI3055BK, SI3054GY, FI3164GY, FI3194BK, SI5034VI, SI5184BK, SI9684DB

Steam Stations: IS3157BL, IS5145BK, IS5247VI, IS5249BK, IS7285BK, IS9095BK

Garment Steamers: GS5031BL, GS5011PU, GS7077BK, GS3012BG, GS3013GR, GS3024BL

Does not include products sold as a bundle:

- Braun Rise and Shine Value Pack (RX23010031)
- Braun Home Kickstarter Value Pack (RX23010030)

Offer valid on retail purchases within Australia. A Participating Retailer does not include a retailer who only operates online stores without brick and mortar. However, purchases made through www.amazon.com.au and <https://www.braunhousehold.com/en-au> online stores (excluding seconds products) are valid and will be accepted.

The deadline for submitting a claim is 09/04/2026 Only one claim can be made per purchase.

Claiming Process

To be eligible to claim for a refund, Claimants must undertake the following steps:

The customer must own the product for at least 30 days from the date of purchase prior to claiming the refund, but no more than 100 days; If the customer is not completely satisfied by the performance of the Eligible Product, the customer must:

1. Customers have up to 100 days to trial the product and must notify Braun Household AU of any intention to return the product within that time.

2. Call or email our customer service representative during business hours on:
 - a. 1800 126 659 between 9 am and 4 pm (AEST) Monday-Friday
 - b. www.braunhousehold.com/en-au/contact-usto obtain a unique ticket number. This must be obtained within 100 days from the date of purchase of the eligible product and then customers have a further 21 days to return the Eligible Product. Refunds will only be valid if the eligible product is received by the promoter within these time periods.
3. The customer must complete the email requesting proof of purchase and personal refund details.
4. A follow up email will be sent to the customer directly from customer service containing a unique ticket number and return process information.
5. Return the Eligible Product (packaged well to avoid damage) using preferred postage provider. (We recommend using a form of registered post with insurance to cover the retail value of the goods being sent)

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

To submit a Claim, Claimants are required to keep their original purchase receipt, and the packaging of the Eligible Product as proof of purchase is essential for the purposes of submitting a Claim. In the event that the proof of purchase is not provided when requested, the Promoter reserves the right, at their absolute discretion, to invalidate the Claim and forfeit any entitlement to a refund. The purchase receipt must clearly indicate the retailer of purchase and demonstrate that the purchase was made during the Purchase Period before submitting a Claim.

The Promoter retains the right to verify the authenticity of Claims and Claimants at any time, including but not limited to verifying a Claimant's identity, age, and place of residence. The Promoter also reserves the right, at its sole discretion, to disqualify any Claimant whom it reasonably suspects of violating any of these Terms and Conditions, tampering with the claim process, or engaging in unlawful or improper misconduct that may compromise the fair and proper conduct of the offer. The Promoter may, at its discretion, accept errors and omissions. Any failure by the Promoter to enforce its rights at any stage does not waive those rights. The Promoter reserves its legal rights to seek damages or other compensation from any such offender.

Refund Process

Refunds will only be issued once the Promoter receives:

- a) The Eligible Product.
- b) Proof of Purchase.
- c) Email containing, the customer's name, and bank account details.
- d) Allocated ticket number.

Refunds will be provided through Electronic Funds Transfer (EFT). Claimants must ensure that all personal details provided are accurate. It is the claimants' responsibility to provide correct and complete bank account details, including their accurate full name. The Promoter will not be held responsible for any rejection of EFT payments by banking institutions or any costs associated with locating lost funds.

Please allow approximately 30 days from the time the Promoter receives the returned product for the refund amount to be processed.

The refund amount cannot be transferred, exchanged for a different product, or claimed at the point of purchase.

This offer cannot be combined with any other promotional or trial offers and is only valid for products purchased in Australia.

For products eligible for a cashback promotion, the refund amount will be reduced by the cashback amount. For products eligible for a bonus offer via redemption, the bonus goods must also be returned with the product in order to receive a full refund. If the bonus item is not returned, the refund will be reduced by the recommended retail price (RRP) value of the bonus item.

Postage

Postage costs for the return of the Eligible Product are the full responsibility of the Claimant and will not be refunded. The Promoter takes NO responsibility for late, lost, or misdirected mail. NO refunds will be made for any product damaged by accident, neglect, unreasonable use or lost in transit.

(We recommend using a form of registered post with insurance to cover the retail value of the goods being sent).

Please Note: We do not accept products that are personally delivered.

Postage Address

De'Longhi Australia Pty Ltd

Att: Braun 100 Days MBG / *Enter ticket number here*

Unit 3B, 43 Lyn Parade

Prestons, NSW 2170

Privacy

Information is being collected and will be used by the Promoter for the purposes of this offer. You have the right to access and correct such personal information by contacting the Promoter using the details below.

The 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 (Promoter).