



Miele 90 Day Money Back Guarantee  
on Miele's Triflex HX1 & HX2 Range\*

Valid 1 October to 31 December 2023

CLAIM FORM

PERSONAL DETAILS

First name

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Last name

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Home address

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Suburb \_\_\_\_\_ Postcode \_\_\_\_\_

Email address \_\_\_\_\_

Daytime phone \_\_\_\_\_ Mobile \_\_\_\_\_

PRODUCT DETAILS

Model name

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Reason for return

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Invoice number and date

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**BANK TRANSFER DETAILS**

Account name

\_\_\_\_\_

Bank

\_\_\_\_\_

BSB \_\_\_\_\_ Account number \_\_\_\_\_

I agree to the below Terms and Conditions of this promotion (please tick).

Yes, I have attached Proof of Purchase (please tick).

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**FOR OFFICE USE ONLY**

Amount to refund \_\_\_\_\_ Serial number \_\_\_\_\_

Authorisation signature \_\_\_\_\_

Name of Authoriser \_\_\_\_\_

**Miele**

**RETURN ADDRESS LABEL**

Miele Money Back Guarantee

Miele Service Centre

880 Great South Road, Penrose,  
Auckland 1060





## Miele 90 Day Money Back Guarantee on Miele's Triflex HX1 & HX2 Range\*

**Valid 1 October to 31 December 2023**

### CLAIM CHECKLIST

- Download the Claim Form and Return Address label available for download at [miele.co.nz/Triflex90days](https://miele.co.nz/Triflex90days)
- Complete the Claim Form
- Attach Proof of Purchase to Claim Form
- Affix the Return Address label on the parcel. The Return Address label should read:

**Miele Money Back Guarantee  
Miele Service Centre  
880 Great South Road  
Penrose, Auckland 1060**



## Miele 90 Day Money Back Guarantee on Miele's Triflex HX1 & HX2 Range\*

**Valid 1 October to 31 December 2023**

**Miele New Zealand Limited - Company No: 462940 of 8 College Hill,  
Freemans Bay, Auckland, 1011 (Miele)**

### Terms and Conditions

1. Information on the promotion and how to claim forms part of these Terms and Conditions. By participating you accept these Terms and Conditions. The promotion is for a ninety (90) day money back guarantee for the period of 1 October 2023 to 31 December 2023 (inclusive) (the Promotion). "You", "Your" and "Yours" for the purposes of the Terms and Conditions means the individual purchaser and not a business or commercial entity.
2. To be eligible to claim the Promotion, You:
  - (a) must have purchased a **Miele Triflex HX1 or HX2** vacuum cleaner from Miele New Zealand Limited (**Miele**), at [shop.miele.co.nz](http://shop.miele.co.nz), from a Miele Experience Centre or Miele's authorised New Zealand Retail Distributors between 1 October 2023 to 31 December 2023 (inclusive);
  - (b) make a claim for the Promotion within ninety (90) days of the purchase date; and
  - (c) must have used the Product for normal domestic purposes and maintained the Product according to the instructions or manual supplied.
3. Except for the products noted in 2(a) above, all other products (including accessories, b-stock, ex-display products, and refurbished products) are excluded from this Promotion.
4. Products used in commercial settings or for any hire purchase, lease, rental, or other similar arrangement are excluded from this Promotion.
5. To be eligible for a refund under the Promotion, you must lodge Your claim within Ninety (90) days of purchase by following the steps below:
  - (a) Download the Claim Form from [miele.co.nz/Triflex90days](http://miele.co.nz/Triflex90days)
  - (b) Complete the Claim Form and E-Mail your form to [nzfloorcareorders@miele.co.nz](mailto:nzfloorcareorders@miele.co.nz)
  - (c) A Miele representative will contact you within 48 hours during normal business hours to approve the return of product. For avoidance of doubt if a customer contacts Miele on a Friday night after 5 p.m., the 48 hours response time will commence from the following Monday.
  - (d) The Product and any accessories, manuals and any bonus products sold as part of it must be returned in as good as new condition (subject to fair wear and tear), clean, in full working order and with original proof of purchase and claim form.
6. **You are responsible for all postage costs for the return of your product.**
7. Promotion is subject to availability and whilst stocks last. No rain checks are provided.
8. Normal manufacturer warranty conditions apply.
9. Miele reserves the right to verify the validity of all claims made in connection with this Promotion. If Your claim is assessed as valid, your refund will be paid into your nominated bank account on the Claim Form by electronic funds transfer. The refund does not include any freight charges incurred by You in receiving a Product.
10. The Promotion is in addition to, and does not exclude, restrict or modify, any rights or warranties, You have under the New Zealand Consumer Law.
11. Miele has absolute discretion to determine whether these Terms and Conditions have been satisfied entitling You to a refund under this Promotion. If authorised by Miele, please allow at least thirty (30) days from the date that Miele accepts the claim to pay You the refund.
12. Miele reserves the right to verify the validity of all claims and disqualify any claimant for tampering with the claim process or for submitting a claim which is not in accordance with these Terms and Conditions. Failure by Miele to enforce any of its rights at any stages does not constitute a waiver of those rights.
13. The Promotion is not transferrable, assignable, or exchangeable and cannot be used in conjunction with any other promotion or offer and cannot be taken as cash.

14. Any decision of Miele is final, and no correspondence will be entered into.
15. Any of Your personal information may be collected, held, managed, used, disclosed, or transferred by Miele in order to administer the Promotion, the Product Warranty and to provide you with updates on Miele's latest products and services. Miele will not disclose Your personal information unless You consent or otherwise advise Miele. Collection of such personal information is governed by the Privacy Laws and Miele's Privacy Policy as amended from time to time in respect of any personal information held by Miele and is available at [www.miele.co.nz](http://www.miele.co.nz) The expression 'personal information' used in this clause means personal information as defined in the Information Privacy Act 2020.
16. Except to the extent that such liability cannot be excluded by law, Miele excludes all liability (including negligence), for any personal injury; or any loss or damage; whether direct, indirect, special or consequential, arising in any way out of the promotion, including any claim form that is late, lost, altered, damaged or misdirected (whether or not after their receipt by Miele) due to any reason beyond the reasonable control of Miele.
17. Participation in this Promotion is only open to New Zealand residents 18 years and over. Business entities, associates, affiliates, and Miele Agents (and their employees) are not eligible to participate in this offer.
18. Miele reserves all rights including without limitation, the right to withdraw or extend the promotion at any time.