

30 Day Money Back Guarantee FAQs

What is the 30 Day Money Back Guarantee?

Our satisfaction promise! We're offering a 30 Day Money Back Guarantee on all Bosch vacuum cleaners. Trial your new vacuum and if you don't love it, we'll arrange a full refund as per the terms and conditions.

What product is eligible?

All Bosch vacuum cleaners purchased from a participating Bosch reseller in New Zealand, or the Bosch Online Shop (www.bosch-home.co.nz), during the offer period (1st Oct 2023 – 31st Dec 2024).

Excluded products means any project or commercial purchases, trade seconds, scratch and dent stock, and ex-display. All accessories and packaging included will need to be returned with the product. The Eligible Product and all accessories included with the Eligible Product (if any) must be in as good as new condition (fair wear and tear excluded), and the proof of purchase must be obtained, for the Money Back Guarantee to be provided.

How long do I have to return it?

You need to have used the product for a minimum of 15 days, if you are not satisfied you have 30 days from your purchase date to complete the online form (https://www.bosch-home.co.nz/service/contact-and-info/contact_form_general).

What if I purchased an ex-display unit?

Unfortunately, ex-display units are not included in this promotion.

How do I Claim?

Please contact our customer service team via phone at 0800 245 700 or via our website (https://www.bosch-home.co.nz/service/contact-and-info/contact_form_general), please ensure you have your proof of purchase. Our friendly team will take you through the necessary steps, and the unit will need to be sent to our workshop for inspection.

Do I need to advise the reason for return?

We love to receive feedback! However, if you would prefer not to share, that is absolutely fine.

How do I return the product?

The product will need to be sent back by the claimant at the claimant's own cost, to our Auckland Workshop for inspection. The product must be received within 60 days of your purchase date.

What happens to the product once it is returned?

Depending on the condition of the unit, we will refurbish the unit and sell as B goods (second hand stock), use in social projects, or alternatively sustainably scrap the unit.

Please see full terms and conditions on our website at <https://www.bosch-home.co.nz/promotions>