



FULL TERMS AND CONDITIONS – COOKWARE PROMOTIONAL LIFETIME GUARANTEE

1. The promotion is open to UK consumers who purchase any piece of Smeg COOKWARE at a participating retailer only, see codes below. Only participating retailers will have access to the official advertising materials. Includes ROI and the Isle of Man.

Frying pan	Woks
CKFF2401BLM/CRM/RDM	CKFW3001BLM/CRM/RDM
CKFF2601BLM/CRM/RDM	
CKFF2801BLM/CRM/RDM	
CKFF3001BLM/CRM/RDM	
	Shallow casserole dishes
Casserole dishes	CKFD2811BLM/CRM/RDM
CKFC2411BLM/CRM/RDM	
CKFC2611BLM/CRM/RDM	
	Lids
Saucepans	CKFL2401
CKFS2011BLM/CRM/RDM	CKFL2601
	CKFL2801
	CKFL3001

2. This offer does not apply to graded or used products or replacements. Trade/contract sales are excluded from the offer.
3. To enter please visit www.smeguk.com/promotions/Extended-Guarantee-Cookware
/ www.smeg.com/ie/promotions/Extended-Guarantee-Cookware
4. You will be required to supply your product's unique serial number and upload a valid proof of purchase to support any online claim, failure to do so, will mean that your claim will be rejected. The serial number is located on the gift box that your unit is packaged in, starts "290" and is 20 digits long. Your proof of purchase can be a scan or photograph of your till receipt, or a copy of your online order confirmation.
5. This exclusive offer runs from 01/01/2023 until 30/06/2023. Claims must be submitted no later than 30th September 2023. Claims will not be accepted for any cookware purchased before 01/01/2023 or after 30/06/2023. Please contact Smeg direct if any queries at: <http://help.smeguk.com/app/ask> and selecting "general enquiry" from the drop down menu.
6. Purchases only between 01/01/2023 and 30/06/2023 will qualify to receive a free lifetime (*15 year), fully comprehensive guarantee. This incorporates Smeg's standard 5-year guarantee plus the 10 additional years guarantee. The promotion is as stated and there is no cash or other alternative available, it is non-transferable.
7. One entry per household only. Not in conjunction with any other offer except those approved by Smeg.

8. To be eligible to participate in the promotion you must be a UK resident aged 18+.
9. This promotion is only available to end user consumers only (e.g. not to any reseller or business purchased on a trade or contract basis).
10. The Promoter accepts no responsibility for forms that are lost or delayed, or which are unable to be sent due to lack of network coverage, system, software or hardware failure or for any other reason beyond its control.
11. The promoter reserves the right to disqualify applications it believes are acting in breach of these Terms and Conditions and reserves the right to investigate and take all reasonable action to protect itself against fraudulent claims. Any claims which they believe to be invalid and/or fraudulent will be rejected.
12. By completing all participants will be deemed to have accepted and be bound by these Terms and Conditions.
13. Your name and address will only be retained for communication purposes if you choose to opt into receiving communications from Smeg UK.
14. Please see www.smeguk.com/disclaimer / <https://www.smeg.com/ie/disclaimer> for our privacy policy.
15. For details of the promotion please write to the promoter at the address below.
16. The Promoter: Smeg (UK), The Marketing Department, The Magna Building, Wyndyke Furlong, Abingdon, Oxfordshire, OX14 1DZ, United Kingdom.

TERMS AND CONDITIONS OF A PROMOTIONAL 15YR GUARANTEE

DEFINITION: Your promotional lifetime (15 year) guarantee covers against manufacturing defects. The guarantee is valid only if the product is used for domestic purposes and in accordance with the use and maintenance instructions. The guarantee does not apply if the product is used incorrectly, if the instructions for use are not followed or if the product is dropped or damaged by impact. Defects caused by negligence, misuse or professional use will not be regarded as maintenance or material defects. The appearance of stains, matting, browning or scratches on the internal or external coating does not constitute a valid reason. The presence of scratches does not affect the use of the product, especially as regards safety of use. The guarantee is valid from the date of purchase indicated on the proof of purchase that should be attached to any claim. The provision of this plan does not affect your consumer rights, for advice in relation to this please contact the Citizens Advice Bureau. This plan is governed by English law unless we have agreed otherwise with you.

CONDITIONS OF COVER:

1. The validity period of your guarantee is for 15yrs from the date of purchase of your appliance.
2. The first five years of policy are covered by the standard guarantee, years 6 to 15 are covered by the extended promotional element
3. This offer is only available between the promotion dates stated on the relevant promotional material.

4. This offer is only available for the specific models detailed on the relevant promotional material.

5. The qualifying models must only be purchased in the UK or Ireland during the dates stated on promotional material.

6. This offer applies to new units only, purchased via approved Smeg stockists and does not apply to appliances purchased second hand or through non-Smeg approved retailers or through private sales, or purchases made via a 'graded' appliance retailer.

7. The standard and extended promotional guarantee is offered exclusively to the recipient at point of purchase.

i. Please note, if you sell your appliance during its standard or extended promotional guarantee period this agreement of cover is not transferable to the new owner.

8. All applications for the promotional guarantee must be completed online together with electronic proof of purchase within 90 days of the date of purchase. Information on how to register is below.

i. We recommend you register your guarantee as soon as possible so that in the unlikely event we need to contact you about a unit you own, we can locate your contact details.

9. During the entire period of cover, you must be able to provide proof of purchase when requested by Smeg UK or one of its agents. We will require this to validate the guarantee should you need to make a claim as we may not retain the proof of purchase at point of registration for the full guarantee period.

10. The consumer loses the right to claim under guarantee if the perceived fault is not reported within 2 months of its discovery.

11. Where a replacement is agreed, the replacement provided will continue under the original guarantee commencing on original date of purchase and does not attract a new guarantee. In the event a like for like replacement is no longer manufactured, we will endeavour to provide a similar model. We will not consider costs of reimbursement if a different model is accepted. We may offer an upgraded model subject to additional charge at our discretion.

12. Exceptions to cover:

- Costs arising from you failing to follow the manufacturer's instructions, including routine maintenance. You can access our user guides by following this link & entering the model number to download a guide - <https://www.smeguk.com/info/download-manuals>.
- Costs covered by any other guarantee or warranty provided by other suppliers.
- Costs arising from you using your equipment in a non-domestic or commercial environment.
- Accidental damage, theft, attempted theft, malicious damage, damage, or failure caused by fire or explosion.
- Damage or failure caused by floods, lightning, storms, frost, or other bad weather conditions.
- Costs arising from any problems with the supply of electricity or gas.

- Costs if no fault is found with your equipment.
- Routine maintenance, cleaning and servicing.
- Costs arising from not being able to use your equipment or from damage caused if the equipment breaks.
- Costs related to:
 - i. Loss of earnings to allow Smeg UK or their agent access to your property.
 - ii. Arranging access to your property or the unit for Smeg UK or their agent.
- Cosmetic damage on the appliance such as dents, scratches, or rust.
- Cost due to rust, corrosion, or water damage.

Please note: This guarantee is in addition to your statutory and other legal rights. In the unlikely event of your Smeg appliance requiring technical support during your guarantee period please use the product support portal online: <https://help.smeguk.com/app/ask> selecting 'Product Support' from the drop down menu and follow the prompts.

Registering your guarantee: For ease of reference, you may wish to register your guarantee online, you can do this by visiting <https://help.smeguk.com/app/warranties/register>

- i. If 28 days from submitting your online guarantee application you have not received confirmation of cover via email, please notify the Smeg UK Customer Service team by calling 0344 557 9907 and selecting option 1. If you are in the Republic of Ireland, please call 0044 344 5579907 and select option 1.
- ii. If you wish to register your guarantee but do not have internet access, or are experiencing difficulties completing our online form, please contact our Customer Service team as above, who will be happy to assist over the phone.

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