

## Campaign Terms and Conditions:

### Customer Terms and Conditions:

1. The Hoover Pets at Home Promotion is the offer by the Promoter of a £50 Pets at Home voucher (the "Gift") on purchases of "Eligible Appliances". Claims are valid for purchases made between 27<sup>th</sup> July 2022 00:01 and 23<sup>rd</sup> August 2022 23:59 and for which the Promoter has received a completed and valid claim before Midnight on 19<sup>th</sup> October 2022.

2. Provided a purchase has been completed a claim can be made for more than one Hoover Promotion.

3. The Hoover Pets at Home Promotion only applies to purchases of the following Hoover appliances from eligible retailers:

a. "Eligible appliances":

Code	Model
39101033	HU300UPT
39002260	H-POWER 300
39400918	HF122RPT
39400983	HF522STP

b. Eligible retailers:

- Argos
- JLP
- BID
- AO
- The Very Group (Very and Littlewoods)
- Amazon
- Currys
- B&Q
- CIH / Euronics
- Sirius Buying Group
- Other Independent Retailers

4. Purchases of graded, seconds, replacements and imperfect products are excluded from the Promotion.

5. The promotion is open to residents of the United Kingdom and Northern Ireland only.

7. The Promotion, which starts on 27th July 2022 and runs until 23rd August 2022, only applies to purchases made on or between these dates. Claims must be received by the Promoter before 19th October 2022. The Promoter will not accept any claims received after this time.

8. The Promotion is offered via participating retailers only and only participating retailers will have the official advertising literature.

9. How to Claim:

- In order to claim the Gift, claimants must fully complete the online claim form (including model number and proof of purchase). The online claim form is available on [www.rewardsfromhoover.com/petspromotion](http://www.rewardsfromhoover.com/petspromotion)

- Claims must be received by the Promoter before as above and the Promoter will not accept any claims received subsequently.

- Purchasers must wait 28 days before making a claim from the date of purchase.

- Purchasers can contact MLP for assistance via the contact us form found (here)[<https://rewardsfromhoover.com/petspromotion/contact-us>]. Offices are open 9.00am – 5.30pm, Monday to Friday excluding Public and Bank Holidays.

10. Upon submitting the online claim form, claimants must allow up to 10 working days for the claim to be validated by the Promoter. You will be sent an email notification to confirm whether the claim has been accepted or rejected by the Promoter, and with next steps on when to receive your gift if your claim has been approved.

11. Claimants should allow up to 28 working days from the date of validation to receive their Gift. Gifts will be sent to the email address entered on the claim form.

12. The Pets at home e-gift card and any remaining balance will expire 24 months from the date that the e-gift card was generated.

13. Claims are posted at claimants' risk and proof of sending is not proof of receipt.

14. The Promoter reserves the right to investigate and undertake all such action, as is reasonable, to protect itself against fraudulent or invalid claims including, without limitation, to require claimants to provide further verification as to proof of purchase. In addition, the Promoter reserves the right to reject those claims which are, in their opinion, fraudulent or invalid.

15. Online claims will require an email address to be entered before submitting a claim.

16. All claim forms and copies of purchase order receipts, once received by the Promoter, will become its property and will not be returned to claimants therefore please ensure you keep a copy. The decision of the Promoter in all matters is final and binding and no correspondence shall be entered into.

17. By submitting a claim, claimants agree to be bound by these terms and conditions.

18. In the event the Gift becomes unavailable, a substitute of equal to or greater value will be issued.

19. The Promoter reserves the right to withdraw, extend or amend the terms of this promotion at any time due to circumstances beyond its control.

20. All correspondence should be sent to Hoover Pets at Home Promotion, The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire WA4 4PG.

21. The Promotion is subject to the laws of England and Wales and the courts of England and Wales shall have non-exclusive jurisdiction.

22. The Promoter is Hoover Ltd, 1st Floor 302 Bridgewater Place, Birchwood Park, Birchwood, Warrington, WA3 6XG.

23. This Promotion is carried out and facilitated by the Marketing Lounge Partnership on behalf of the Promoter.

24. The Data Controller and Data Processor (as defined in the General Data Protection Regulations ((EU) 2016/679)) is the Marketing Lounge Partnership of The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire WA4 4PG.

**Gift Terms and Conditions:**

Terms and conditions apply. The voucher must be redeemed before the expiry date on the voucher. Expired vouchers cannot be reissued. Voucher is promoted by Pets at Home Ltd, Epsom Avenue, Stanley Green Trading Estate, Handforth, Cheshire, SK9 3RN.

Valid in store only on presentation of this voucher at time of purchase within the dates stated on the voucher. Voucher will not be applied retrospectively. The voucher cannot be redeemed online, against the purchase of gift vouchers or insurance products and cannot be used in Companion Care or Vets4Pets surgeries. Voucher cannot be used in conjunction with any other Pets at Home discount voucher. Can only be used once in a single transaction. Pets at Home cannot accept liability for lost, stolen or damaged vouchers. Voucher strictly non-transferable and cannot be sold or exchanged for cash. No change will be given if the total spend amount does not exceed the voucher value. Pets at Home reserves the right to reject this voucher with reasonable cause. If the purchase is returned, an exchange will be offered or alternatively a refund in vouchers plus any further amount where an additional payment was made in addition to the voucher at the time of purchase. Pets at Home retains the right to amend these T&Cs at any time.