

### **Terms and Conditions for the "90-day Satisfaction Guarantee" Promotion**

Electrolux plc (“**Electrolux**”) offers consumers a 90-day Satisfaction Guarantee (the “**Promotion**”) on selected products as set out in the Appendix (“**Eligible Products**”). If you are not satisfied with your Eligible Product for any reason other than a fault, you may request a collection and refund directly from Electrolux in accordance with these Terms and Conditions.

1. This Promotion is available to end-consumers in mainland UK (excluding postcodes BT, JE, GY, IM, ZE and HS) who have purchased an Eligible Product between 1 April 2026 and 31 March 2027 (inclusive).
2. Claims must be made within 90 days from the date of delivery as shown on the delivery confirmation documentation (“**Claim Period**”). For online purchases, the Claim Period will commence after the expiry of the statutory 14-day cooling off period.
3. For any issues within the 14-day cooling off period or the first 30 days of ownership, the consumer must contact their retailer.
4. The Claimant must be the original purchaser of the Eligible Product.
5. Only one claim is permitted per household.
6. The Promotion only applies where the consumer is dissatisfied with the Eligible Product for reasons unrelated to a product fault. Where a product is faulty, consumers should either follow the standard returns route via their retailer or make a claim under the manufacturer’s warranty.
7. To make a claim under this promotion the Claimant must visit <https://www.aeg.co.uk/local/90-day-satisfaction-guarantee/> and provide their name, address, and email address. Claims must include an acceptable proof of purchase (for example, a receipt, invoice or order confirmation), proof of delivery documentation and a current photograph of the appliance showing its condition.
8. If a Claim includes incorrect or incomplete information, the Claimant will be notified by email and have 7 days to submit any missing information or documents before the Claim is considered void.
9. If a valid claim under this Promotion is made, Electrolux will arrange collection of the Eligible Product and issue a refund for the purchase price of the appliance directly to the customer. Collections will be arranged with a suitable local carrier and may take up to 10 days (or longer in some areas).
10. The Eligible Product must be uninstalled by the Claimant prior to collection.
11. The Eligible Product must be in an undamaged condition, without any wear and tear beyond normal and proper use. All accessories included in the delivery of the Eligible Product must also be returned at the same time.
12. Only the actual purchase price paid by the consumer (including any discounts and promotional pricing applied at the time of purchase) will be refunded. Other costs such as removal costs, delivery costs and/or installation costs will not be refunded unless required by applicable consumer law.
13. Refunds will be made to the original payment method.
14. After the collection, Electrolux will inspect the Eligible Product for any damage or misuse which may result in a delay to the refund.
15. Electrolux reserves the right to verify all claims, including inspection of the product upon collection.
16. Electrolux may reject incomplete or illegible claims, or claims that do not meet these Terms & Conditions.
17. Electrolux reserves the right to amend, suspend, or withdraw this promotion at any time without notice, provided that such changes will not affect valid claims already submitted.
18. These Terms & Conditions do not limit or exclude any consumer rights available under applicable law.

19. These Terms & Conditions and any dispute or claim arising out of or in connection with them (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms & Conditions, except that consumers may bring claims in the courts of their country of residence where required by applicable consumer protection law.

**Appendix – Eligible Models**

<b>PNC</b>	<b>MODEL CODE</b>
911473028	GI8200A1SN
911473025	GI8200A2TN
911473026	NG82IA21PK
911473027	V82GIA20TN
911473024	GI8210X2PN
911474016	GI9200X2PN
911474018	GI8200X5TN
911473144	GI8200A2TU
911474019	NG82IX5PK
911494015	GI9700X2PN