

NESPRESSO MACHINE REFUND PROMOTION - TRADE VERSION **FULL TERMS AND CONDITIONS**

These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. Entry instructions are deemed to form part of these Terms and Conditions and by participating all participants will be deemed to have accepted and be bound by them. Participants should retain a copy for their information.

Nespresso takes data protection seriously. By participating in this promotion, participants confirm that they have read the Promoter's Privacy Policy and agree to these Terms and Conditions of the promotion. By submitting any information required as part of their participation in the campaign, participants agree to their information being held and processed in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

1. This promotion is open to specially selected **Nespresso** Members residing in the UK and ROI, aged 18 or over only. Excludes employees and their immediate families of **Nestlé S.A.** and **Nespresso**, its agents or anyone professionally connected to the promotion.

2. Offer available when the required spend is made via a recognised Nespresso retail partner in a single transaction between 09:00 on 14.08.24 and 23:59 on 31.12.24. Customers who buy a Creatista Plus will receive £50/€60 discount off their first coffee order and then £40.91/€42.73 on their next 11 coffee orders over 18 months when they order 180¢ or more capsules. Customers who buy a Latissima One will receive £40/€50 discount off their first coffee order and then £24.34/€25 on their next 9 coffee orders over 12 months when they order 110¢ or more capsules. Customers who buy a Citiz (excludes Citiz Chrome & Citiz Platinum) will receive £30/€30 discount off their first coffee order and then £17.67/€16.67 on their next 9 orders over 12 months' orders when they order 80¢ or more capsules. The discount will be valid for use against the 10/12 qualifying orders across 12 or 18 months, respectively. Unused discounts will become void and will not be carried over to the following month(s). The discount will be applied automatically to each of the 10/12 qualifying orders. The discount cannot be saved or used retrospectively. The offer may be used for Recurring Orders and coffee purchases (Original Line) but is not valid for use on accessories or machines.

The first qualifying offer must be placed by no later than 23:59 on 31.01.25.

3. The offer is limited to one offer per qualifying **Nespresso** Member. The promotion only applies to orders placed for the values as stated in the promotional email at participating channels during the stated promotional period and cannot be applied retrospectively.

4. **Nespresso** reserves the right at its sole discretion to suspend any user found to be attempting to make more than one valid claim by tampering with the operation of the promotion, setting up multiple accounts, using multiple identities or to be acting in any manner deemed by **Nespresso** to be in violation of the Terms and Conditions; or to be acting in any manner deemed by **Nespresso** to be disruptive. **Nespresso** also reserves the right to report any activity to the local police if an individual is found to be violating the terms and conditions.

5. How to claim:

- Qualifying **Nespresso** Members are required to purchase one of the qualifying machines from a recognised retail partner during the promotional period/times and visit <https://promotions.nespresso.co.uk> (UK purchases) or <https://promotions.nespresso.ie/> (ROI purchases) to register their machine and claim the offer. Qualifying participants will be required to have proof of their purchase of a qualifying machine in the form of a till receipt showing the

purchase made during the promotional dates and machine serial number. The refund cannot be claimed via any other retail outlets. The promotion only applies to qualifying Nespresso machines purchased at participating retailers during the stated promotional period and cannot be applied retrospectively. Participants will be required to complete an application form with their details including first name, last name, email address, residential address and daytime phone number, machine serial number (which can be found on the drip tray) and upload a photo of their qualifying till receipt showing the purchase of one of the specified Nespresso machines made between 14.08.24 and 31.12.24. Photos must clearly show the name of the store where the machine was purchased, the date purchased and the itemised machine details. Blurred, out-of-focus or photos where the till receipt is illegible will not be accepted. Maximum of one offer per machine purchased per Nespresso Member. Participants will be required to register/be registered with Nespresso to claim the offer. Registration can take up to 24hrs to complete. Any additional machines purchased during the stated promotional period will not qualify for the offer. All subsequent coffee orders must be made via one of the participating Nespresso channels.

The offer includes:

- BUY A Creatista Plus and receive £50/€60 discount off your first coffee order and then £40.91/€42.73 on your next 11 coffee orders over 18 months' when your order 180† or more capsules.
 - BUY A Latissima One and receive £40/€50 discount off your first coffee order and then £24.34/€25 on your next 9 coffee orders over 12 months' when you order 110† or more capsules.
 - BUY a Citiz (excludes Citiz Chrome & Citiz Platinum) and receive £30/€30 discount off your first coffee order and then £17.67/€16.67 on your next 9 orders over 12 months' orders when you order 80† or more capsules.
- The relevant discount will be deducted from the basket at checkout for the subsequent qualifying months' orders.
 - Maximum of one qualifying order can be placed per day, per qualifying customer within the stated promotional period.
 - No cash or any other alternative will be available in lieu of unused or expired discounts. Unused discount(s) will not carry over to the next/subsequent month(s).
 - The offer must be claimed and the first qualifying order placed by no later than 23:59 on 31.01.25.
6. At all times during the promotion, **Nespresso** reserves the right to perform internal checks relating to the **Nespresso** Member to ensure the integrity of the promotion.
7. Any purchases made outside of the promotional date/times will not be eligible for the offer. **Nespresso** does not accept responsibility for any late applications or any communications line failure, regardless of cause, or inaccessibility or unavailability of the internet.
8. Those making claims on behalf of a company or business must be authorised to do so.
9. If a participant returns their machine within 14 days, their ability to claim the offer will become void. If participants return the necessary capsules purchased as part of the offer, any refunds will be at the usual cost with the refund removed. In such an event, no cash alternative available in lieu.
10. All **Nespresso** products are subject to availability.

11. The Promotion and these Terms and Conditions will be governed by the laws of the participating country but any disputes as to the meaning of these Terms and Conditions will be subject to the exclusive jurisdiction of the participant's local courts.

12. If any of these clauses should be determined to be illegal, invalid, or otherwise unenforceable then it shall be severed and deleted from these Terms and Conditions and the remaining clauses shall survive and remain in full force and effect.

13. In the event of circumstances outside its reasonable control and only where circumstances make this unavoidable, **Nespresso** reserves the right to cancel or amend the promotion or these Terms and Conditions at any stage but will always endeavour to minimize the effect to participants in an effort to avoid undue disappointment.

14. Data Protection: **Nespresso** will only use the personal details supplied for the administration of this promotion and no other purpose, unless we have your consent/you have opted-in to receive future marketing communications. Your personal details will at all times be kept confidential, and in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 as applicable. Click here for the Promoter's Privacy Policy <https://www.nespresso.com/uk/en/pages/legal>. By participating in the promotion, you agree to the use of your personal data as described here. You can withdraw your consent at any time. You can request access to your personal data, or have any inaccuracies rectified, or request deletion of data by sending an email to: Ukcrc.General@nespresso.com.

For further information regarding this offer, please contact the **Nespresso** on Freephone 0800 442 442 (UK), or 1800 812 660 (ROI).

Promoter/'we': **Nespresso** UK Ltd, Haxby Road, York YO31 8TA