

DeLonghi

Concierge Invitation

De'Longhi would like to offer you a concierge service when you buy your new Maestosa Bean to Cup Coffee Machine. Our coffee specialist will come to your home to help you personalise your machine, show you all the fantastic features and inform you on coffee flavours and preferences giving you the best coffee experience.

To book please email
delonghiconcierge@delonghigroup.com

with the below details so our coffee specialist can call you to arrange a visit:

- Your name
- Your phone number
- Your address
- Your email address
- Your preferred time to call back

Purchase a De'Longhi Maestosa coffee machine in Great Britain or the Channel Islands. You must have your purchase receipt from one of our partner retailers. Geographical restrictions apply to service provision. Appointments subject to availability with specified days and times. Over 18-year-old must be present. See terms and conditions online at <https://www.delonghi.com/en-gb> for full details.

Promoter: Kenwood Limited, 1 Kenwood Business Park, New Lane, Havant, Hampshire, PO9 2NH, United Kingdom.

De'Longhi Maestosa Concierge Home Visit Terms and Conditions

Kenwood Ltd (the provider), in the course of its business, offers to provide you (the customer), an appointment for a Coffee specialist to demonstrate your De'Longhi Maestosa coffee machine, subject to your acceptance of the following terms and conditions:

The concierge offer valid on purchases from 00:00 on 1st August 2019 to 23.59 on 31st December 2019 inclusive. You have until 30th January 2020 to redeem the offer.

The coffee machine must have been purchased in Great Britain or the Channel Islands. You will be asked to produce a copy of your purchase receipt from one of our partner retailers. This service is open to Customer in Great Britain and the Channel Islands. The provider regrets it is not yet able to provide this service in Northern Island, the Isle of Man, the Isles of Scilly, The Republic of Ireland and we reserve the right to decline to visit remote locations due to travelling restrictions.

The coffee machine must be correctly installed or be capable of being installed in accordance with the User Instructions for your coffee machine.

You are required to provide contact details to enable us to contact you in the course of arranging and fulfilling your appointment. In the course of arranging and fulfilling your appointment we may choose to contact you in one or more of the following ways: phone, text, or, email. If you have any concerns regarding the safe provision of your personal data, please see our privacy policy at <https://www.delonghi.com/en-gb/privacy-policy>

Appointments must be scheduled on Monday to Friday including evenings with the first bookable appointment at 10am and the last at 6pm. We anticipate a visit will last a minimum of 1 hour and a maximum of 2 hours. Appointments will be booked within a month of receiving the booking email.

Our Coffee Specialist will attend your property on the agreed date and time. If you are unable to provide our Coffee Specialist with access to the property on the agreed date and at the agreed time, you must contact us as soon as possible and at least before 12 noon on the day preceding the agreed appointment in order to arrange an alternative date. Whilst we will endeavour to fulfil all appointments there may be occasion, due to circumstances outside of our control, when we are unable to do so. In these circumstances we will contact you as soon as is reasonably possible in order to arrange an alternative date and time.

Our Coffee Specialist will endeavour to contact you thirty minutes prior to your appointment in order to provide you with notice of arrival. Should we be unable to contact you, for whatever reason, our engineer will proceed to attend the appointment.

You are responsible for providing adequate parking for our Coffee Specialist. The Coffee Specialist must not be left in the property alone and a suitable adult (over 18) must always be present in the property during the appointment. Appointments cannot be made by those under 18 years old.

Our Coffee Specialist are entitled to work in a smoke free environment and as such you are required to ensure that they are not exposed to active smoking whilst he is within the

property. It is your responsibility to ensure that pets are away from the area and do not hamper any demonstration.

You are responsible for ensuring that our Coffee Specialist can gain clear and safe access to your premises and to the location of the product. We reserve the right to cancel an appointment if we are unable to obtain clear and safe access to the property or product, or if we have reason to believe that the health and safety of our Coffee Specialist cannot be guaranteed.

Whilst our Coffee Specialist will help demonstrate the smartphone app we're not responsible for your internet connection, Wifi or the data transmission to, or from any smartphone.

Kenwood Limited retains Public Liability and Employee Liability insurance to cover the activities of our Coffee Specialist whilst providing this service. In the remote case that damage to your property occur, you must inform our Coffee Specialist before he leaves your property and details of the damage must be documented before you sign it.

General

- These terms and conditions do not affect your statutory rights.
- These terms and conditions shall be construed in accordance with the laws of England and Wales, and both parties agree to submit to the jurisdiction of the courts of England and Wales.
- The Provider reserves the right to amend these terms and conditions at any time before delivery of the service is completed.

De'Longhi and Maestosa are brand names of the De'Longhi Group of which Kenwood Ltd is a part. Registered office: 1 Kenwood Business Park, New Lane, Havant, Hampshire. PO9 2NH