

# CS89L Microwave Oven Extended Warranty Promotion

Purchase an applicable NN-CS89LBBPQ Microwave Oven from John Lewis or Panasonic Direct and qualify for a Free 5 Year Warranty.

Helpline Number : 0808 189 7138 E-mail: [panasonicpromotions@360insights.com](mailto:panasonicpromotions@360insights.com)

Promotion Period: 14<sup>th</sup> August 2020 to midnight on 31<sup>st</sup> March 2022

Claim Deadline: midnight on 30<sup>th</sup> April 2022

## PROMOTION TERMS AND CONDITIONS

1. The CS89L Microwave Oven Extended Warranty Promotion (hereafter referred to as the “Promotion”) is promoted by Panasonic UK, a branch of Panasonic Marketing Europe GmbH, whose registered address is Panasonic, Maxis 2, Western Road, Bracknell, Berkshire RG12 1RT, UK (the “Promoter”).
2. For the avoidance of doubt, this Promotion is an extension of the standard Panasonic 2 year warranty to a total of 5 years (full details available at [www.panasonic.co.uk/euguarantee](http://www.panasonic.co.uk/euguarantee)) and is only valid within the UK, EEA, EU, Switzerland, Channel Islands and Isle of Man.

## ELIGIBILITY

3. The Promotion is applicable to residents of the UK, EU, EEA, Switzerland, Channel Islands and Isle of Man who are aged 18 years or over.
4. In order to qualify for the Promotion, participants must purchase a new (not second hand) Qualifying Product from a participating retailer in the UK or Republic of Ireland during the Promotion Period. Claims relating to products purchased before or after this Promotion Period will be deemed invalid.

### Qualifying products

NN-CS89LBBPQ

### Warranty

2 Year Standard + 3 Years Additional Warranty

5. This Promotion is open purchases from John Lewis or Panasonic Direct only.
6. All Qualifying Products must be new and genuine Panasonic products. Purchases of second hand, refurbished or reconditioned products, products imported from outside the EEA or products which are counterfeit or infringe the intellectual property rights of the Panasonic group of Companies in any way will not qualify for this Promotion.

## CLAIM PROCESS

7. To claim this promotion for your purchase, please complete the online claim form ([www.panasonic.co.uk/promotions](http://www.panasonic.co.uk/promotions)) and upload a copy of your full purchase receipt (not deposit receipt) showing the model number, and also an image of the serial number as found on the product or packaging by the Claim Deadline. Applications made after this date will not be eligible for the Promotion. Please ensure your purchase receipt includes the model number purchased and the date of purchase.

8. Claims are not valid in respect of Qualifying Products that are returned to a retailer and the participant exchanges the product or receives a refund, in which case the Promoter will be entitled to cancel any Extended Warranty.
9. The Promoter will not process a claim if the participant cannot provide a copy of the purchase receipt and an image of the serial number.
10. The Promoter will not be held responsible or liable for any technical, hardware, software, server website or other failures or damage of any kind to the extent that this prevents the participant from or otherwise obstructs the participant to enter in the Promotion. Claims by fax, telephone or email will not be accepted. Illegible, incomplete or altered claim forms will be deemed void, as will claim forms not completed in accordance with these terms and conditions.
11. Upon submission of your online registration, your claim will be verified. Upon redemption we will activate your Warranty and send you a certificate by email, which will confirm your Warranty cover period and contact details. If you do not have an email address, the certificate will be sent to you by post.

#### **REDEMPTION PROCESS**

12. Please allow 28 days; from the date we receive your claim and all supporting documentation, to receive your Warranty Certificate. If you have not received your Warranty within the estimated 28 days, please contact us, using the contact details above. Regrettably, claims pursued outside of the Claim Deadline will not be accepted.
13. For the avoidance of doubt, if the participant does not provide all supporting documentation when putting in their claim, the 28 days will run from when the Promoter receives all supporting documentation. Should all supporting documentation not be received by the Claim Deadline then the claim shall not be valid and will not be processed.

#### **PRIVACY & DATA PROTECTION**

14. We have a legitimate interest in collecting personal data for the purposes of this Promotion and Research and Development. All personal data collected will be processed in accordance with relevant and applicable data protection legislation and regulations (including the European Data Protection Regulation). We also work with third parties such as 360 Insights to provide services. We may be required to provide your personal data to them for administration and processing purposes. Your personal data will be handled in accordance with Panasonic's Privacy Policy <http://www.panasonic.com/uk/privacy-policy.html> and 360 Insights Privacy Policy <https://www.panasonicpromotions.co.uk/policy>.

#### **GENERAL CONDITIONS**

15. The Promoter reserves the right to verify the eligibility of all claims to protect against fraudulent, invalid or repetitive claims. Fraudulent entries or claims that otherwise do not meet these terms and conditions will be invalidated and the Promoter reserves the right to disqualify the participant making such a claim from this and other promotional activities.
16. In certain circumstances, it may take longer to carry out actions in relation to your claim. Therefore, Panasonic reserves the right to extend the period allowed to process and verify your claim for as long as necessary but will endeavor to do so in a reasonable timeframe.
17. To monitor fraudulent claims the Promoter reserves the right to cross check product returns with the relevant retailers against Extended Warranty claims received. Any potential

fraudulent activity will be followed up by the Promoter. The Promoter will withhold the issuance of an Extended Warranty where it is suspected that a false or fraudulent claim has been made.

18. The Extended Warranty offered under this Promotion is non-exchangeable, non-transferable and there is no cash, credit or product alternative available.
19. The Promoter reserves the right to amend these terms and conditions at any time and to amend or withdraw this promotion at any time.
20. This Promotion is not available in conjunction with any other offer or promotion.
21. By claiming this Extended Warranty, applicants will be deemed to have read and accepted these terms and conditions.

These terms and conditions are governed by English Law.