

Dyson Cordless 90 days Money Back Guarantee

1. Consumer Terms & Conditions

The following terms and conditions apply

Description:

Try a Dyson cordless vacuum cleaner (excluding 360 Heurist™) at home for up to 90 days, and if you are not satisfied, return it for a full refund of the purchase price.

Campaign Period:

Valid from 20/4/2020 up to and including 26/5/2020.

Eligibility:

To participate, you must purchase a Dyson cordless vacuum cleaner (excluding 360 Heurist™) at a participating retailer in United Kingdom within the Campaign Period. You must be at least 18 years of age and a permanent resident in United Kingdom. The 90 days Money Back Guarantee can only be used once per person. This campaign is not valid in combination with any other offer or promotion. If you are not satisfied with the product, and provided any damage does not render it to fall outside of the [Dyson guarantee terms and conditions](#), you must return it to the location you purchased it from within 90 days of the date of purchase for a full refund of the purchase price. You need to provide the complete, original packed Dyson cordless vacuum cleaner and proof of purchase. If you do not return the Dyson cordless vacuum cleaner within 90 days of the date you purchased it and in accordance with these terms and conditions, your claim becomes void.

Exclusion:

This campaign does not apply to the purchase of 360 Heurist™.

Retailers, distributors, resellers, their employees and relatives, as well as employees of Dyson and their relatives are all excluded from participating in this campaign. Retailers and distributors are also not eligible to participate on behalf of their customers.

Confirmation:

By participating in this campaign, you confirm that you meet the terms and conditions above.

Reservation:

Dyson reserves all rights in relation to misuse of this campaign by you. Dyson takes no responsibility for incomplete or missing documents including but not limited to proof of purchase.

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2. Retailer Terms & Conditions

Campaign Period:

Valid from 20/4/2020 up to and including 26/5/2020

Description:

If Customers are not happy with their new Dyson cordless vacuum cleaner for any reason, and provided any damage does not render it to fall outside of the Dyson guarantee terms and conditions, they can return the Dyson cordless for a full refund within 90 days of purchase. This campaign is only valid during the Campaign Period indicated above. For the avoidance of doubt, this campaign excludes 360 Heurist™.

Process:

90 day money back guarantee is effective from the date of purchase. Customers wishing to return a Dyson cordless vacuum cleaner purchased during the Campaign Period must return the Dyson cordless vacuum cleaner in its complete original packaging to the place it was purchased from with a valid receipt. Participating retailers are responsible for customer refunds and the return of products to Dyson in line with the Retailer Return Procedure set out below. All other terms of the Dyson guarantee terms and conditions shall remain the same.

Retailer Return Procedure

- If faulty or damaged normal retailer returns procedures followed in accordance with the Dyson guarantee terms and conditions.
- If a customer is unhappy with their Dyson cordless vacuum cleaner and any damage does not render it to fall outside of the Dyson guarantee terms and conditions then the Retailer shall return the product on system as 'Physical Damage'.
- The RA is entered as "90 Day Money Back Return".
- On 3 September 2020, 90 days following the last day of the campaign, no more returns can be processed using the above method and the retailer will revert to their returns procedure used before the 90 days Money Back Guarantee.
- Dyson FSE to review all returns for assessment.