

BISSELL 90 Day Money Back Guarantee – Professional Series NZ

Terms and Conditions:

1. This offer is limited to domestic use consumers and (1) one refund request per name, address or household. This offer is valid for New Zealand residents only. This offer is not open to employees of BISSELL Australia or affiliated companies, agents, wholesalers or retailers or the immediate families of such employees or those living in the same household.
2. Customer must have purchased one of the qualified products from a BISSELL authorised and approved retailer prior to 31/12/24. Qualified products are: 4720P, 3599H, 3386H, 3689H, 3861P, 3924H, 3911H, 3636P, 3636F, 3672H, 1979H, 2232H, 3639H, 3646H, 3527H, 4000F. Ex Demo, Ex Display, Damaged Carton, Reworked and Sale Items are not valid. Due to ongoing product development BISSELL reserves the right to make changes in design, material and specifications without notice.
3. A copy of the redemption form, sales receipt, and original packaging must accompany the returned product. Requests which, in the sole discretion of BISSELL Australia do not strictly comply with the terms and conditions of this offer, including any fraudulent requests, are invalid.
4. To claim a refund customer must use the qualifying product within 90 days of purchase and if not completely satisfied with the performance of the product, must call BISSELL Australia on 0800 247 735 within those 90 days to make the necessary arrangements for the return of the product:
 - a. Customer must receive an Authority Number AND a Ticket Number to include on the online claim form.
 - b. The product must then be returned to BISSELL Australia in original packaging, with a copy of the claim form and purchase receipt within 14 days of the date the customer contacted BISSELL Australia. It shall be the customer's sole responsibility to arrange and pay for the return of the product to BISSELL Australia's New Zealand premises.
 - c. Returns should be sent to **BISSELL Mondiale Warehouse and Distribution Centre, 76 Montgomerie Road, Auckland Airport 2150 New Zealand.**
5. The product and all tools must be returned undamaged, clean and in full working order, in original packaging and with proof of purchase and redemption form.
6. The customer should keep a copy of the redemption form plus a copy of the sales receipt for their records.
7. BISSELL Australia accepts no responsibility for loss or damage of the machine during its return, which is at the sole risk of the customer until received by BISSELL Australia.
8. Refund will be for the full purchase price as stated on the purchase receipt. Refund excludes any other costs or expenses including incidental or consequential damages and postage costs for return of the product.

9. For any model where a cash back or bonus offer promotion applies, the refund payable will be the price paid less the cash back amount or value of the bonus (if claimed previously).
10. Please allow 8 to 10 business days from the receipt of the product by BISSELL Australia to receive refund.
11. The benefits of this offer are in addition to other rights or remedies of the consumer under Consumer Law. Except for any liability that cannot be excluded by law, BISSELL Australia excludes all liability (including negligence), for any personal injury; or any loss or damage; whether direct, indirect, special or consequential, arising in any way out of the promotional offer, including any claim or offer that is late, lost, altered, damaged or misdirected (whether or not after their receipt by BISSELL Australia) due to any reason beyond the reasonable control of BISSELL Australia.
12. All information captured in this offer may be used for promotional, marketing and publicity purposes. All materials submitted become the property of BISSELL Australia and will not be returned. BISSELL Australia is committed to earning and keeping your confidence and trust. This commitment exists not only for our website but extends to any interaction you may have with BISSELL Australia. Accordingly, we strictly adhere to our corporate privacy policy to ensure that the personal information you provide is not misused in any way. Please refer to www.bissell.co.nz for further information about our Privacy Policy. Customers should direct any requests to access, update or correct information to BISSELL Australia. For more product information go to www.bissell.co.nz