

# Dyson Digital Slim™ vacuum cleaner - The Insiders Campaign

## Terms & Conditions

### The Insiders – February 2021

Participation in this campaign requires the following actions by the Participant:

- Completion of the end survey is mandatory. Amongst other points, it is where you must confirm your decision to return or keep the device.
- If you choose to return the device, you must send it back in accordance with the specified returns procedure (see section below, entitled 'Returning the device').

#### **Campaign Actions**

Insiders receive the device to trial for four weeks and then write and post reviews on specific websites and social media.

It is important that you complete the end survey so that you can indicate your choice regarding retaining or returning the device at the end of the campaign. The survey will be made available online at the end of the campaign; you will be advised of this by email. The end survey must be completed by the given dates.

#### **Timing**

The duration of the campaign is clearly stated on the website and via the blog posts. Insiders will be able to use the device between 15/02/2021 and 15/03/2021.

#### **Registration**

You can apply to take part in this campaign via [The Insiders website](#). Only one account per household is permitted; in the event of misuse or false information, the prospective insider is liable to be banned from the campaign without warning. To take part in The Insiders' Dyson Digital Slim™ vacuum cleaner campaign, prospective applicants must complete the list of questions truthfully and in full.

#### **Debit card / credit card details**

In order for you to take part in this campaign, we require a deposit in case of loss, theft or damage to your device against a valid bank or credit card.

When candidates first subscribe to this campaign, no deposit is requested. Once the subscription period is closed, we will make a shortlist of the candidates we feel most suitably fit the required profile for the Dyson Digital Slim™ campaign. An email will then be sent to those shortlisted candidates, containing a link to our payment screen where we will request them to pay a campaign deposit. No deposit is required until this phase. The deposit for this campaign is:

- **Dyson Digital Slim™ Fluffy Extra (Purple/Iron):** RRP SGD 749, Insiders deposit: SGD 375
- **Dyson Digital Slim™ Fluffy Pro (Gold/Iron):** RRP SGD 849, Insiders deposit: SGD 425 - *Comes with a floor dock (Dyson Grab and Go Dok) worth SGD 199.*

The first shortlisted Insiders who successfully pay their deposit are then automatically selected for the campaign and will receive the Dyson Digital Slim™ vacuum cleaner at their home. If you wish to

return your device once the campaign is over, you can send it back to us free of charge and your deposit will be refunded.

For more information, please read the campaign page.

At the end of the campaign, you will have two options:

- To keep the Dyson Digital Slim™ vacuum cleaner; The Insiders retains your deposit as payment for your purchase of the device, at a considerable discount from the full retail price.
- To return the Dyson Digital Slim™ vacuum cleaner; whereby you follow the returns procedure below. Please note if the device is not returned in the specified time frame after the campaign (see return policy below), the deposit will be retained indefinitely.

Debit card / credit card details must be completed correctly and in full upon registration.

**After the campaign, your debit card/ credit card details will be erased.**

This is standard practice for campaigns in which Insiders get a chance to try out exclusive and expensive products (in this case the Dyson Digital Slim™). Such a deposit is required to cover possible loss, damage and theft, in addition to specialize transportation that may be required in case of damage to the device during the campaign.

### **Privacy**

All details will be treated with the utmost confidentiality. Personal information about participants will only be passed to third parties with explicit permission. If you are not selected, we will remove all your debit card/ credit card details from the system immediately.

### **Selection**

Participants will be selected for this campaign on the basis of specific criteria set by the client. This selection will be made by The Insiders, and is both binding and final. Failure to be selected will have no bearing on any subsequent applications for, or participation in, other campaigns run by The Insiders or its subsidiaries. This manner of selection has been deemed necessary, as the number of candidates is often far higher than the number of available places.

### **Looking after your device**

It is the participant's responsibility to keep their Dyson Digital Slim™ in good working order whilst it is in their possession. The participant should not, under any circumstances, sell - or attempt to sell – the device during the period of the campaign as they risk breaching the product returns policy outlined below.

### **Returning the device**

When the campaign ends, you can return the device by following the process specified below:

1. Fill out the end survey to confirm your intention to return the device. The end survey will be communicated via email at the end of the campaign by The Insiders.
2. You will receive instructions to return the device free of charge. The instructions will be provided by The Insiders at the end of the campaign.

Ensure that the Dyson Digital Slim™ vacuum cleaner is returned undamaged, clean and complete in the original packaging (including the box, inside packaging, manuals and any accessories)

If the device is returned by a method different to that agreed, this will be at the expense and risk of you, the sender. You will be liable for the costs if the device is lost, and in that event, your deposit will be withheld.

### **General Terms & conditions**

The Insiders is not responsible for technical or other problems in this campaign arising from it or caused by elements that cannot be controlled by either The Insiders or Dyson. It is the responsibility of each individual participant to ensure that both their software and hardware are protected, and are in good working condition. Participation in this campaign implies the unconditional acceptance of these rules.

The Grapevine, trading under the name "The Insiders" and referred to below as The Insiders, cannot be held liable for direct, indirect or incidental damage resulting from use of the website or information obtained via the website.

The Insiders cannot be held liable in any way whatsoever for potential damage incurred by the registered member as a result of using the product or service during the campaign.

The manufacturer and distributor remain at all times jointly and severally liable for the product or service that the registered member uses during a campaign.

The registered member must at all times observe the user instructions and/or comply strictly with the instruction leaflet for the product or service.

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You have the right to consult the information on the website for private and personal use and/or to download it. Any other use including but not limited to the reproduction, dissemination, making available to the public and/or re-use in any form, in whole or in part, temporarily or permanently, of the site or the details of The Insiders is strictly forbidden without the prior written permission of The Insiders.

### **Generated content**

When participating in this campaign you will have the opportunity to demonstrate your ambassador activity by posting content online which includes but is not limited to images, videos, reviews, testimonials, tweets and other media formats (hereafter called "the Online Content"). By participating in this campaign, you agree that Dyson can use or utilise all or any of the Online Content in marketing activities whether for or related to this campaign, or for or related to any other marketing activities whatsoever and you hereby waive any intellectual property rights, to include but not limited to, copyright of the Online Content.

### **Customer support**

Should you have any questions or queries regarding this campaign or any of the above terms and conditions, please contact The Insiders via email using the email address: [infosingapore@theinsidersnet.com](mailto:infosingapore@theinsidersnet.com)

**Registered company information**

The Insiders Singapore is a registered company based at the following address:

The Insiders Singapore  
120 Robinson Road  
#15-01 Singapore  
Singapore 068913

Registration number: KVK.55180361