

Philips Floorcare - The Insiders Campaign Singapore

Terms & Conditions

The Insiders – May/June 2018

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 **2 weeks** and then write and post reviews on The Insiders website.

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 (indicative) **between 18/06/2018 and 2/07/2018**.

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' 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 warranty in case of loss, theft or damage to your device against a valid bank or credit card. **This warranty is*:**

- Philips Bagless vacuum cleaner (FC9350/61) - **\$ 115 (instead of \$ 229 retail price)**
- Philips Robot vacuum cleaner (FC8792/01) - **\$ 250 (instead of \$ 499 retail price)**
- Philips Stick vacuum cleaner (FC6823/61) - **\$ 225 (instead of \$ 449 retail price)**
- Philips Stick vacuum cleaner (FC6172/01) - **\$ 275 (instead of \$ 549 retail price)**

**The product the candidate will be trying (and the warranty) depends on the answers given during subscription.*

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 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 the campaign warranty for the device. **No deposit is required until this phase.**

The first shortlisted Insiders who **successfully pay their deposit are then automatically selected for the campaign and will receive the device delivered to 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 device**; The Insiders retains your deposit as payment for your purchase of the device.
- To **return the device**; whereby you follow the returns procedure below. Please note if the device is not returned in the specified timeframe after the campaign (see return policy below), the deposit will be retained indefinitely.

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

After the campaign, your debit / 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. Such a warranty is required to cover possible loss, damage, and theft, in addition to specialised 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 / 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 device clean and 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.

Anyone found to be involved in the selling, or attempted selling, of their device will be removed from the campaign – as well as the community - and the deposit will be retained indefinitely by The Insiders.

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 device is returned **undamaged, clean and complete in the original packaging** (including the box, inside packaging, any accessories and The Insiders box).

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.

Once The Insiders has been advised that the device is back with our handling partner, the refund process will begin. This includes – but is not limited to – carrying out checks within the warehouse to ensure the product has been returned, and ensuring that all returning devices are within the warehouse. You should expect to receive your **refund** no later than one month following the return of the device.

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 Philips. 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.

The website, as well as the content of its texts, images, graphics, sound files, animations, video recordings, data organisation and databases which may have been included (i.e. the information) remain the intellectual property of The Insiders. The information is protected under the Act of 30 June 1994 covering its copyright and related rights, and by the entirety of the regulations applicable to intellectual property.

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 Philips 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

Registered company information

The Insiders Network Singapore PTE. LTD. is a registered company based at the following address:

Insiders Network Singapore PTE. LTD.

120 Robinson Road
#15-01 Singapore
068913
Singapore

Registration number: KVK.55180361