

The Insiders' Hoover Home Appliances Campaign

Terms & Conditions

The Insiders – March 2021

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

- Completion of the end survey, which is mandatory. Amongst other points, it is where participants must confirm their decision to return or keep the Hoover product that they are trialling.
- Should the participant elect to return the Hoover product, they must send it back in accordance with the specified returns procedure (see section below, entitled 'Returning the Hoover product').

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 Hoover campaign. An email will then be sent to those shortlisted candidates on how to join the campaign, based on the delivery option they pick in entry survey.

This is standard practice for campaigns in which Insiders get a chance to try out exclusive and expensive products (in this case the selected Hoover product).

Purchase and delivery of the Hoover product:

Purchase the specified Hoover product online from Amazon.co.uk.

Shortlisted candidates will be sent an email, requesting them to go online to Amazon.co.uk to purchase their device in full (see prices below in section entitled 'Hoover product prices in this campaign'). They will be taken to a link, where they will be able to purchase the Hoover product specified in the email.

- *Please note: The Insider will see the option to 'Buy Used' at a discount price on the Amazon.co.uk website. Those Insiders that select this option WILL NOT be able to obtain their refund.*
- *Likewise, any Insider that does not purchase via Amazon.co.uk will not be able to obtain their refund.*

The email will also contain a questionnaire that will enable the candidate to send their bank details (in order to obtain the refund). For ease of reference, the requested bank details will be as follows:

- Account Holder's Name
- IBAN number
- A copy of your receipt
- Billing Address
- Swift or BIC code

There will be a strict deadline given to purchase the product and complete the questionnaire in order to join the campaign. The Insiders will then process the candidate's refund of 50% (see prices below in section entitled 'Hoover product prices in this campaign').

Those who complete the questionnaire after the deadline run the risk of not being refunded and may not be included in the campaign.

Please note that you can only expect to receive the refund after all the spots have been filled in the campaign. This normally takes between 1-4 weeks.

Hoover product prices in this campaign

| Product | Recommended Retail Price | Insider refund |
|----------------|--------------------------|----------------|
| H-PURIFIER 300 | £349.99 | £175.00 |
| H-PURIFIER 500 | £399.99 | £200.00 |
| H-PURIFIER 700 | £499.99 | £250.00 |
| H-Steamer 2in1 | £119.99 | £60.00 |
| H-Microwave | £249.99 | £125.00 |

Campaign Actions

Insiders have the Hoover product to trial for four weeks and then write and post reviews on specific websites. It is also important that participants complete the end survey so that they can indicate their choice regarding retaining or returning the Hoover product at the end of the campaign. The survey will be made available online at the end of the campaign; participants 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.

Registration

Participants 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' Hoover campaign, prospective applicants must complete the list of questions truthfully and in full.

Debit / credit card details

For participants to take part in this campaign, we will be refunding the 50% via a valid bank or credit card. Debit / credit card details must be submitted correctly and in full when being sent to The Insiders. After the campaign, debit / credit card details will be erased.

Returning or retaining your device

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

1. Keep the Hoover product. You simply keep the Hoover product you've been trialling with no further actions needed.
2. To return your Hoover product; whereby you follow the returns procedure below.

Returning your Hoover product

When the campaign ends, participants can return the Hoover product by following the process specified below:

- Fill out the end survey to confirm the intention to return the Hoover product. The end survey will be communicated via email at the end of the campaign by The Insiders.

***Please note** this is the **ONLY** way that you can let The Insiders know of your intention to return (or keep) the Hoover product.*

- The participant will receive further instructions via a later email to return the Hoover product free of charge and the amount remaining (full amount paid minus the amount refunded at the beginning of the campaign) will be refunded. The instructions will be provided by The Insiders at the end of the campaign.

Participants must ensure that the Hoover product that they've been trialling is returned undamaged, clean and complete in the original packaging (including the box, inside packaging, any accessories and The Insiders box).

If the Hoover product is returned by a method different to that agreed, this will be at the expense and risk of the participant. The participant will be liable for the costs if the Hoover product is lost, and in that event, their deposit will be withheld.

The remainder of your purchase will be refunded to you upon safe receipt of the device. Again, this refund may take up to two weeks to be fully processed.

Please note if the Hoover product is not returned in the specified timeframe after the campaign then participants will have no opportunity to return the device later, and no further refunds will be given.

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 an applicant is not selected, we will remove all debit / credit card details from the system immediately.

Selection

Participants will be selected for this campaign based on specific criteria agreed upon by Hoover and The Insiders. 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 Hoover product

It is the participant's responsibility to keep their Hoover product 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 Hoover product during the period of the campaign as they risk breaching the product returns policy outlined above.

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 Hoover. It is the responsibility of each individual participant to ensure that the Hoover product is protected and is 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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Generated content

When participating in this campaign participants will have the opportunity to demonstrate their ambassador activity by posting content online which includes but is not limited to images, videos, reviews, testimonials, tweets, and other media formats (hereinafter called "the Online Content"). By participating in this campaign, participants agree that Hoover and The Insiders 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 they hereby waive any intellectual property rights, to include but not limited to, copyright of the Online Content.