

The Insiders' Hoover Vacuum Campaign

Terms & Conditions

The Insiders – November 2020

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

- Completion of the entry survey to select a Hoover product.
- 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.
- 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 Vacuum campaign. An email will then be sent to those shortlisted candidates on how to join the campaign, based on the delivery option below.

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

Purchase the Hoover product online from Amazon.co.uk

Shortlisted candidates picking this option in this survey will be sent an email, requesting them to go online to Amazon to purchase their device. They will be taken to a special link, where they will be able to purchase the selected Hoover product. Once they have done this, they will need to complete the payment survey, via a link also sent in that email. For the payment survey, they will require:

- IBAN number
- BIC / Swift number
- Account Name
- Billing Address

For participants selecting the option to purchase directly from Amazon.co.uk, there will be a strict deadline to complete the purchase and the payment survey in order to join the campaign. Those Insiders who do so prior to the deadline are then automatically selected for the campaign.

- Those who do so after the deadline cannot be refunded and will not be included in the campaign.

Campaign Actions

Insiders receive the Hoover product to trial for the campaign 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. Insiders will be able to use the Hoover product during that time.

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 Vacuum campaign, prospective applicants must complete the list of questions truthfully and in full.

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 with no further actions needed.

2) To return your Hoover product; whereby you follow the returns procedure below.

Returning the 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.
- The participant will receive further instructions via a later email to return the Hoover product free of charge and the deposit will be refunded. The instructions will be provided by The Insiders at the end of the campaign.

Participants must ensure that the Hoover product 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.

As Insiders will have purchased their device from Amazon.co.uk, the remainder of the purchase will be refunded to you, again upon safe receipt of the device.

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.

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 both the 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 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.