

Terms and conditions

Get an extra year manufacturers warranty free, an exclusive offer to purchasers of our latest “Hoover Link and Dynamic Next with One Touch” washing machines models! See details of how to apply for your free cover below.

PERIOD:

From 01.06.2016 to 31.12.2016

For purchases made on 31.12.2016 registration for the warranty must be made by 31.01.2017.

PRODUCTS

Hoover Link and Dynamic Next with One Touch washing machines models can be viewed at www.hooveronetouch.com

How to apply TERMS & CONDITIONS

From 15.05.2016 to 31.12.2016 inclusive all the consumers who purchase a Hoover Link or Dynamic Next with One Touch, washing machines will have the opportunity to receive a further **free 1-year manufacturer’s warranty extension**.

Your free further year of warranty will be conditional on you following the process detailed below and the adherence to the terms and conditions of the original warranty as detailed the literature that accompanies your new appliance.

Within 30 days following purchase, **you must:**

1. Access to the Hoover Wizard App (downloadable on smartphones and tablets from Google Play or Apple Store, respectively for Android or IOS)
2. Create a personal account, completing all fields of the registration form
3. Register the purchase of your Hoover Link and Dynamic Next with One Touch washing machine to the account, **entering serial number and purchase date**
4. Join the promotion, agreeing to the terms and conditions

After completing these steps you will receive an e-mail confirming your application has been successful and you have the free extra year warranty.

Please keep the purchase invoice/receipt and this e-mail safely, as you will need to show them to our Field Service staff in the event that you need to take advantage of the free extra year warranty.

To view the details of our warranty, check this website: service.hoover.co.uk

Thank you for purchasing a Hoover appliance which automatically comes with free 12 months call out, parts and labour manufacturer’s warranty.

Providing that you register your purchase, Hoover guarantees all parts for your product for 10 years from the date of purchase. During the first year Hoover staff or approved engineers will replace all defective parts free of charge, except for parts subject to fair wear and tear, such as interior lamps. In years 2-10 replacement parts will be supplied free only if

fitted in the UK or the Republic of Ireland by Hoover and the appropriate labour charges paid (Terms and conditions apply, see service.hoover.co.uk)

To qualify for the benefits under the warranty, you must be able to provide proof of date of purchase and the appliance must have been supplied, maintained and used in accordance with Hoover instructions.

The warranty does not cover accidental damage, direct or indirect loss or damage arising from the breakdown operation or failure of the product.

Our Warranty excludes:

- A. Any faults which occur due to defective installation or misuse of the machine
- B. Repair of, or interference with, the machine by any person not authorized by the manufacturer
- C. Any parts which are fitted to the machine which are not original manufacturer's parts
- D. Non domestic use of the machine
- E. Operation at incorrect voltage
- F. The result of using this machine for any purpose other than those described in the user instruction booklet
- G. Failure to observe the instruction booklet

Hoover Service

If your machine needs servicing simply call 03444 995599 and you will be connected to your local service office. (Lines open: Monday to Friday 8.30am - 5pm, Saturday 9am to 5pm, Sunday 10am - 4pm).

We may record your phone calls with our representatives to monitor and improve the quality of service we provide.

SPECIFICATIONS:

- The promotion conditions are valid exclusively for purchases made in **qualifying period**
- The invoice/receipt used to participate must show the purchase date as being within the period 15.05.2016 to 31.12.2016 inclusive
- **The promotion is joinable exclusively by registration via App, following the steps already described**
- **The promotion is joinable up to and no longer than 31 days from the purchase date**
- The promotion is not cumulative to other concurrent existing initiatives
- Each invoice will allow as many participations as the number of eligible Hoover washing machines shown to have been purchased and detailed on it
- This offer does not affect your statutory rights

Privacy policy:

PRIVACY - APP HOOVER PROMO EXTENDED WARRANTY

Notice for processing of personal data - Information document pursuant to and in application of article 13, Leg. Decree no. 196 of 30 June 2003 and Directive 95/46/EC In compliance with Leg. Decree no. 196 of 30 June 2003 (Privacy Code) as subsequently amended, Directive 95/46/EC, we hereby provide the due information regarding the processing of personal data and in conformity with Opinion 8/2010 on applicable law, Working Group Article 29 for data protection.

THE "OWNER" OF THE PROCESSING

1. THE "OWNER" OF THE PROCESSING, pursuant to article 28 of the Personal data protection code, is Candy Hoover Group Srl - with a sole shareholder, in the person of its pro tempore legal representative, Via Comolli 16 Brugherio (MB), Italy. Tax Code/Company register of Monza and Brianza 04666310158 - VAT no. 00786860965 - Fax +39 039 2086237 - email: privacy@candy.it

2. TYPES OF DATA PROCESSED

Personal data and identifying data. Data voluntarily supplied by the user Personal data: any information relating to the person who is identified or identifiable, including indirectly, through reference to any other information, including a personal identification number; identifying data: personal data which enable the direct identification of the person concerned (by way of example name, surname, email address) and data relating to the purchase date and the product purchased. Device data that the APP will potentially have access to: App and Device History; Photos / Media / Files; camera; Information on Wi-Fi; Device ID and call data.

3. PURPOSES OF PROCESSING

In order to make use of the standard warranty, the consumer is not required to register. Personal data will be processed for the following purposes: A) subscription to the extended warranty promotion beyond the standard warranty on the product, related administrative and accounting activities, including promotional e-mail communications (accordingly to art. 130 co 4 privacy code for product or similar service) and paper mail (Prescriptions of the Guarantor 19 June 2008 web doc. No. 1526724);

4. MEANS OF PROCESSING - CONSERVATION

Processing will be undertaken in both automated and manual form, with means and instruments aimed at guaranteeing the utmost security and confidentiality, by people who are specifically charged with such work in compliance with articles 31 ff. of Leg. Decree 196/03. The data will be kept for a period no longer than that needed for the purposes for which the data has been collected and subsequently processed. The Owner uses platforms for sending newsletters and promotional communications with reports. Thanks to the reports the Owner will know, for example: email delivered and not; who opened an email or clicked a single link.

5. SCOPE OF COMMUNICATION AND DISSEMINATION

The data subject to processing will not be disseminated and can be communicated to companies which are contractually linked to Candy Hoover Group Srl - with a sole shareholder, abroad and within the European Union, in conformity and within the limits as set out in art. 42 of Leg. Decree no. 196/2003. The personal data can be transferred abroad to non-EU countries within the scope and limits envisaged by articles 43 and 44 lett. b) of

Leg. Decree no. 196/2003, in order to comply with contracts or the allowed purposes. The data can be communicated to third parties belonging to the following categories:

subjects who provide services for management of the information system used by Candy Hoover Group Srl - with a sole shareholder and telecommunication and App development networks;

- companies providing assistance and consultancy for the management of the App;
- competent authorities in order to meet legal obligations and/or orders of public bodies on request;
- subjects who provide warranty services.

Subjects belonging to the above categories act as data processing managers, or operate completely independently as separate owners of the processing. The list of data managers is constantly updated and is available at the offices of Candy Hoover Group Srl - with a sole shareholder, Via Comolli 16 Brugherio (MB) and on request to privacy@candy.it.

6. NATURE OF DATA PROVISION AND REFUSAL

The provision of the data for the purposes as in point A) is necessary to subscribe to the extended warranty promotion and the related services. Any refusal to provide the data needed in respect to point A) makes it impossible to undertake closely related activities, for example using the services of the Owner of the processing. The interested party may at any time opt out of receiving promotional e-mail communications (accordingly to art. 130 co 4 privacy code for product or similar service) and paper mail as in point A) by writing to privacy@candy.it

7. RIGHTS OF THE SUBJECTS INVOLVED

You may enforce your rights as expressed by articles 7, 8, 9 and 10 of Leg. Decree no. 196 of 30 June 2003, by emailing the Owner, Candy Hoover Group Srl, at privacy@candy.it You have the right, at any time, to obtain confirmation of the existence or otherwise of the data, and to know their contents and origin, check their accuracy or ask for their integration or updating, or adjustment (article 7 of the Personal data protection code). Pursuant to the same article, you have the right to ask for the cancellation, anonymization or blockage of data processed illegally, as well as to oppose in any case, for legitimate reasons, their processing. To stop receiving marketing communications in accordance with art. 130 co 4, just write an e-mail at privacy@candy.it with the subject "unsubscribe marketing" and you will not be furtherly contacted.

8. Changes to the privacy notice

The Owner reserves the right to change, update, add or remove parts of this privacy notice at its own discretion and at any time. The person concerned is required to periodically check any changes. In order to facilitate this verification, the notice will contain an indication of the date it was updated.

last update: 02.05.2016