

## TERMS AND CONDITIONS

1. This promotion is open to new and existing **Nespresso** Members residing in the UK & ROI, aged 18 or over only. Excludes employees and their immediate families of Nestle S.A. and **Nespresso**, its agents or anyone professionally connected to the promotion.
2. The offer is available to qualifying **Nespresso** Member who purchase any **Nespresso** Vertuo machine from one of the **Nespresso** direct channels including the **Nespresso** Customer Call Centre on 0800 442 442 (UK) or 1800 812 660 (ROI), on-line at [www.nespresso.com](http://www.nespresso.com), or a **Nespresso** Boutique between 01.08.18 and 23.10.18. If the qualifying machine is purchased from another participating retailer, the complimentary gift can be claimed from one of the direct channels as outlined above. In such an event the participant will be required to have proof of their purchase of a qualifying machine in the form of a till receipt showing the purchase made during the promotional dates. Offer cannot be claimed via any other retail outlets or via Café NESPRESSO. All valid claims for the complimentary gift, regardless of the channel used to make the claim, must be made by no later than 23:59 on 30.11.18, or by the Boutique closing time on 30.11.18.
3. The offer is limited to one complimentary Travel Mug per qualifying **Nespresso** Member. The promotion only applies to new Vertuo machines purchased at participating channels during the stated promotional period and cannot be applied retrospectively.
4. **Nespresso** reserves the right at its sole discretion to suspend any user found to be attempting to make more than one valid claim by tampering with the operation of the promotion, setting up multiple accounts, using multiple identities or to be acting in any manner deemed by **Nespresso** to be in violation of the terms and conditions; or to be acting in any manner deemed by **Nespresso** to be disruptive. **Nespresso** also reserves the right to report any activity to the local police if an individual is found to be violating the terms and conditions.
5. How to claim:

### **Via Customer Call Centre**

- Qualifying **Nespresso** Members are required to call the Customer Call Centre to place their order with a Coffee Specialist for a Vertuo or VertuoPlus machine during the promotional dates and quote the offer. Participants who are not already **Nespresso** Members must register to qualify for the offer;
- The complimentary Travel Mug will be shipped with your **Nespresso** Vertuo/VertuoPlus machine.

### **Via [www.nespresso.com](http://www.nespresso.com)**

- Participants who are not already **Nespresso** Members will be required to register to qualify for the offer;
- Qualifying **Nespresso** Members are required add their Vertuo/VertuoPlus machine to their basket together with a Travel Mug. The Travel Mug will not be charged at check out;
- The complimentary Travel Mug will be shipped with your **Nespresso** Vertuo/VertuoPlus machine.

### **Via Nespresso Boutique**

- Participants must visit their local **Nespresso** Boutique, register/be registered with **Nespresso**, and purchase a Vertuo/VertuoPlus machine.
- The complimentary Travel Mug can be collected at the **Nespresso** Boutique where the transaction has taken place, subject to availability. In the event of the stated item being out of stock, an alternative accessory of equal value will be awarded. No cash alternative will be available.

#### **Via another participating retailer**

- Customers must register with **Nespresso** at [www.nespresso.com](http://www.nespresso.com), and send an email titled “**Vertuo Complimentary Travel Mug Claim**” to: [AutumnPromotion@nespresso.com](mailto:AutumnPromotion@nespresso.com) with a photo of their qualifying till receipt showing the purchase of any Vertuo machine made between 01.08.18 and 30.09.18 and their **Nespresso** Member number. Photos must clearly show the name of the store where the machine was purchased, the date purchased and the itemised machine details. Blurred, out-of-focus or photos where the till receipt is illegible will not be accepted. **Nespresso** reserves the right at its sole discretion to suspend any user found to be tampering with receipts. Qualifying claims must be received by no later than 23:59 on 30.11.18, or Boutique closing time on 30.11.18. Any claims received after this date will be deemed invalid and will not qualify for the complimentary gift.

**ALTERNATIVELY** – Registered **Nespresso** Members who purchase any Vertuo during the stated promotional dates, may claim their complimentary Travel Mug, subject to availability, by visiting their nearest **Nespresso** Boutique with their valid till receipt by no later than Boutique closing time on 23.10.18. Participants who are not already **Nespresso** Members will be required to register with a **Nespresso** Coffee Specialist in order to qualify for the offer.

6. At all times during the promotion, **Nespresso** reserves the right to perform internal checks relating to the **Nespresso** Member to ensure and protect the integrity of the promotion.
7. Only complete claims received by no later than 23:59 on 30.11.18 will be eligible. Nespresso does not accept responsibility for any late applications or any communications line failure, regardless of cause, or inaccessibility or unavailability of the internet.
8. Those making claims on behalf of a company or business must be authorised to do so.
9. If a participant returns their machine within 28 days, the machine will be refunded at the discount price, not the RRP. In the event of the machine being returned, or the order cancelled, the complimentary item must be returned unused and in its original packaging within 28 days at the customers own cost.
10. All **Nespresso** products are subject to availability.

For further information regarding this offer, please contact the **Nespresso** on Freephone 0800 442 442 (UK), or 1800 812 660 (ROI).

Promoter: **Nespresso** UK Ltd, 1 City Place, Gatwick, RH6 OPA