



Please read this document carefully. It contains important information about your rights and obligations, as well as limitations and exclusions, which may apply to you.

1. The Promoter is BISSELL (Australia) Pty Ltd (ABN 29 125 769 422) of 789 Springvale Road, Mulgrave VIC 3170.
2. Subject to these Terms and Conditions, the Bonus Steam Shot Offer gives consumers the opportunity to receive a BISSELL Steam Shot from the Promoter when you purchase any eligible BISSELL Crosswave hard floor cleaner or Revolution carpet cleaner from any participating Australian retail outlet between the 1 September 2023 and 1 October 2023 ("the Offer Period"). The Bonus Steam Shot Offer is only available to household retail customers and not available to business or commercial buyers.
3. The eligible BISSELL Crosswave hard floor cleaners and Revolution carpet cleaners for this Bonus Steam Shot Offer are: Crosswave Pet (2225F), Crosswave HF3 Cordless Professional (3639H), Crosswave HF3 Cordless (3598F), Crosswave Max (2765G), Crosswave Max Turbo (3642F), Crosswave Max Turbo Professional (3646H), Crosswave HydroSteam (3517F), Crosswave HydroSteam Professional (3527H), ProHeat 2X Revolution Deluxe (3637T), ProHeat 2X Revolution Pet (3631F), ProHeat 2X Revolution Pet Professional (3636F), ProHeat 2X Revolution Max Professional (3636P), Revolution HydroSteam (3670F), Revolution HydroSteam Professional (3672H) ("the Eligible Product"). The Bonus Steam Shot Offer does not apply to any other BISSELL products during the Offer Period.
4. To claim the relevant Bonus Steam Shot Offer, claimants must make an eligible BISSELL Crosswave or Revolution purchase and **complete and submit an Online Claim Form within 14 days of making an eligible purchase**. The claim form must include the claimant's correct name, street address, email, contact number, and date of purchase. The Claim Form must be submitted by completing the claimant's details on www.bissell.com.au/redemption. A legible copy of the tax invoice for the eligible purchase must be scanned and submitted online at the time this Claim Form is submitted.
5. Valid claims will receive a Bonus Steam Shot in the form of one (1) Steam Shot (2635F) RRP \$109AU each.
6. Completed Claim Forms must be received by the Promoter within 14 days of making an eligible purchase. Claims submitted after this date will be deemed invalid and you will not receive the Bonus Steam Shot. The Promoter will not be obliged to honour any incomplete forms. The Promoter reserves the right at any time before, on and/or after the closing date of the Bonus Steam Shot Offer to verify the validity of claims and claimants (including a claimant's identity and address), and to disqualify any claimant who tampers with the claiming process or who submits a claim that is not in accordance with these Terms and Conditions. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
7. Claims received will be considered final by the Promoter. Incomplete, inaccurate, erroneous or ineligible claims will be deemed invalid. The Promoter accepts no responsibility for late, lost, misdirected or damaged claims, or failure to receive any claim due to technical difficulties of any kind.
8. The Bonus Steam Shot Offer is only open to Australian residents aged 18 years and over. The directors and employees of the Promoter, its related companies, agencies, suppliers and BISSELL retailers (and members of all such persons' immediate families) are ineligible to participate in the Bonus Steam Shot Offer. Claim forms with an address outside Australia will be invalid.
9. The Bonus Steam Shot Offer cannot be accepted or used in conjunction with any other offer including Direct Response TV Offers. It is not transferable or exchangeable by the customer.
10. Claimants must make an eligible BISSELL Crosswave or Revolution purchase during the Offer Period in order to receive the Bonus Steam Shot from the Promoter. The Promoter is not obliged to honour any claim where claimants have paid only the deposit on the Eligible Products or have entered into a rental, lay-by (unless the lay-by was commenced and paid in full during the Offer Period), or purchased seconds, scratch and dent, or reworked products.
11. Only one claim is permitted per Eligible Purchase. Multiple claims are permitted provided that a separate Claim Form is completed for each Eligible Product purchased.
12. You must retain original receipts for all claims as proof of purchase. Failure to produce proof of purchase for all claims as and when requested may result in invalidation of all your claims at the sole and absolute discretion of the Promoter.
13. Consumers will be mailed the BISSELL Steam Shot within approximately 45 days of a valid claim being received by the Promoter. The BISSELL Steam Shot will be sent by ordinary mail to the address provided on the Claim Form. It is the claimant's responsibility to provide the correct address. The Promoter is not responsible for any delays in payment or errors due to factors outside its reasonable control.
14. All claims are subject to verification checks and procedures by the Promoter, as determined by the Promoter in its sole and absolute discretion. The Promoter's decision is final and no correspondence will be entered into.



15. Any costs incurred by you in submitting the Bonus Steam Shot claim or otherwise in participating in this Bonus Steam Shot Offer are your sole responsibility. Liability for any tax on any benefits provided to you will be your responsibility.
16. The Promoter collects your personal information so that you can participate in this Bonus Steam Shot Offer. If the information requested is not provided, you may not participate in this Bonus Steam Shot Offer. The Promoter may use this information to conduct the Bonus Steam Shot Offer and may disclose it to organisations that provide it with administrative services in this regard. The Promoter may also use the information for other purposes as set out in its privacy policy, available at <https://www.bissell.com.au/policies/privacy-policy>. For example, we may disclose your personal information to other entities in the BISSELL corporate group overseas which are located in New Zealand and United States of America. Our privacy policy contains information about how the participant can access and seek correction of personal information held about them, and how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. By participating in the Promotion, you consent to the Promoter so using and disclosing your personal information in accordance with our Privacy Policy <https://www.bissell.com.au/policies/privacy-policy>. The Promoter is bound by the Australian Privacy Principles under the Privacy Act 1988. All personal information will be stored at the office of the Promoter. You are entitled to access, update or correct this information. Any request to do so should be directed to the Promoter at its address set out above.
17. You consent to the Promoter so using and disclosing your personal information. The Promoter is bound by the National Privacy Principles under the Privacy Act 1988. All personal information will be stored at the office of the Promoter. You are entitled to access, update or correct this information. Any request to do so should be directed to the Promoter at its address set out above.
18. If this Bonus Steam Shot Offer is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, the Promoter reserves the right, in its sole and absolute discretion and to the fullest extent permitted by law to: (a) disqualify any claimant; or (b) modify, suspend, terminate, or cancel the Bonus Steam Shot Offer, as appropriate.
19. The laws of Victoria apply to the Bonus Steam Shot Offer to the exclusion of any other law. Claimants submit to the exclusive jurisdiction of the courts of Victoria.
20. Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify any statutory consumer guarantees or any implied condition or warranty the exclusion of which from these Terms and Conditions would contravene any statute or cause any part of these Terms and Conditions to be void ("Non-Excludable Guarantees"). Subject to the limitations in the preceding sentence, the Promoter excludes from these Terms and Conditions all conditions, warranties and terms implied by statute, general law or custom. Except for liability in relation to a Non Excludable Guarantee, the Promoter (including its officers, employees and agents) excludes all liability whether arising in tort (including without limitation negligence), contract or otherwise for any personal injury or any other loss or damage (including without limitation loss of opportunity or loss of profits) whether direct, indirect, special or consequential, arising in any way out of the Bonus Steam Shot Offer, including, without limitation, the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any tax implications; and/or (e) the Bonus Steam Shot or use of the Bonus Steam Shot.