



Terms & Conditions of the 90 Days Money Back Guarantee program

Please note that these terms and conditions do not impact any statutory laws, such as any legal warranty rights or any rights under the manufacturer's guarantee.

To participate in the KitchenAid 90 Days Money Back Guarantee program you agree to the following:

1. Consumers must purchase a KitchenAid Espresso Machine - Artisan between 30/06/2022 and 31/12/2022 (inclusive).

2. Consumers have up to 90 days to trial the product and if not satisfied to notify KitchenAid consumer care centre of any intention to return the product within that time via email - consumercare.uk@kitchenaid.eu , social media channels or phone - 00 800 381 040 26

3. Consumers need to provide a scan version (or clear picture) of the proof of payment by email.

Proof of payment must contain the following information to be accepted:

- Model number or product description
- Quantity
- Price
- Country of purchase or point of sales address
- Purchase date

4. If the proof of payment is considered as valid, our consumer care centre will plan the pick up of the product. Consumers have a maximum of 10 working days to return the product to KitchenAid.

5. A refund will only be provided once our service provider receives and checks (1) Espresso Machine - Artisan, (2) the original purchase receipt.

The Espresso Machine must be returned with its original packaging (preferably) and contents, ensuring that it is clean and emptied of all food.

A refund is only valid if, in the opinion of KitchenAid service partner, Espresso Machine has been used in accordance with the instruction manual.

6. The refund amount will only be for the full invoice of Espresso Machine purchase price as stated on the purchase receipt/invoice.

7. Allow 30 days to receive the refund on your bank account provided.

Contact details

UK's customer care centre: consumercare.uk@kitchenaid.eu

Toll-free phone number: 00 800 381 040 26