



**GV9820 Tefal Pro Express Vision Steam Generator**  
**30 Days Money Back Guarantee Promotion**

The Promotion is only valid for purchases of GV9820 from **1<sup>st</sup> March till 31<sup>st</sup> May 2024**.

All claim requests need to be submitted **within 30 days from date of purchase**.

How do I submit a claim for money back?

Step 1	Purchase a GV9820 Pro Express Vision Steam Generator from participating stores. <b>Note: Only valid for purchase from 1st March till 31st May 2024. Please keep the original product packaging and store receipt.</b>
Step 2	Use the GV9820 for a minimum of 2 weeks.
Step 3	If unsatisfied, drop us an email at <a href="mailto:gssconsumer@groupeseb.com">gssconsumer@groupeseb.com</a> within 30 days from purchase. Please include the following information in the email: <ul style="list-style-type: none"> <li>➤ <b><u>Customer Information, including:</u></b> <ul style="list-style-type: none"> <li>- Name</li> <li>- Contact number</li> <li>- Email address</li> </ul> </li> <li>➤ <b><u>Purchase Information, including:</u></b> <ul style="list-style-type: none"> <li>- Date of Purchase</li> <li>- Store Name and Location</li> <li>- Purchase price (the amount you had paid)</li> <li>- Attach a photo of the receipt.</li> </ul> </li> <li>➤ <b><u>Reason of Return Information:</u></b> <ul style="list-style-type: none"> <li>- Why are you not satisfied with GV9820?</li> <li>- How often do you use the GV9820 and on what type of clothing?</li> </ul> </li> </ul>
Step 4	Our Customer Service will reply via email within 14 working days and make an appointment with you to return the product. Address will be provided in our Customer Service reply. <b>Note: The product must be in good condition with its original packaging and including any free gift. (i.e. IB3004 Tefal Ironing board)</b>
Step 5	Payment will be credit back to you once product is returned and all details are verified. (Within 30 working days after verification)

## **GV9820 TEFAL PRO EXPRESS VISION STEAM GENERATOR**

### **30 DAYS MONEY BACK GUARANTEE PROMOTION**

#### **ACCEPTANCE OF TERMS AND CONDITIONS**

- The 'GV9820 Tefal Pro Express Vision Steam Generator 30 Days Money Back Guarantee Promotion' ("PROMOTION") is organized by Groupe SEB Singapore Pte Ltd ("ORGANIZER").
- By entering the Promotion, you confirm that you have read, understood and agree to be bound by these terms and conditions, including any amendments thereto (the "T&Cs").
- The Organizer reserves the right to amend the T&Cs from time to time, and modify, cancel or suspend the Promotion at its sole discretion at any time. Notice of any such amendments, cancellations or suspensions will be posted on the Organizer's Facebook and Instagram pages.

#### **ELIGIBILITY**

- The qualifying period for the Promotion is from 1 Mar to 31 May 2024, 2359 hours (both dates inclusive) ("PROMOTION PERIOD") or such other period as may determined by the Organiser in its absolute discretion.
- The Promotion is only valid for purchase of GV9820 Tefal Pro Express Vision Steam Generator ("PRODUCT").
- This promotion is open to all legal and permanent residents of Singapore ("PARTICIPANT"). Employees and the immediate families of the Organizer, its affiliates, subsidiaries, retail outlets, related agencies and suppliers are not eligible to participate in this promotion.
- Persons below 18 years of age should obtain consent from his/ her parent or legal guardian to enter this Promotion and to be bound in all respects by the T&Cs. Participants must submit proof of parental or guardian consent for their participations in this Promotion, if required by the Organiser.

#### **SUBMISSION, QUALIFYING CRITERIA, CLAIM SUBMISSION**

- To be eligible for the Promotion, purchase a GV9820 Tefal Pro Express Steam Generator during the Promotion Period. The Promotion is valid in all participating physical and online stores in Singapore, as defined in Schedule A.
- Participants need to use the GV9820 for 2 weeks. If Participant is unsatisfied with the Product after using for 2 weeks, he/she can submit a claim request via email at [gssconsumer@groupeseb.com](mailto:gssconsumer@groupeseb.com) with the full information as indicated on Page 1, within 30 days from date of purchase.
- Tefal Customer Service will contact Participant and inform on the product return procedure via email – including the return location and the date & time. (within 14 working days from date of email)
- The return Product must be in good working condition and in original packaging. The Organiser reserves the right to reject the claim request if Product is not in acceptable condition, upon Organiser's sole discretion.
- If the Product was purchased as part of a promotional bundle or with free gift(s), then all the bundled product(s) or free gift(s) must also be returned. Otherwise, the claim request will be deemed invalid and the Organiser reserves the right to reject the claim request.
- The Participant will bear all costs associated with the return of the Eligible Product to the Organizer. For clarify, the Product shall not be returned via mail or courier to the Organizer.
- A refund will only be given once the Organiser receives:
  - (a) The Product, returned in good condition with original packaging and the bundled product or free gift (if any)
  - (b) The original purchase receipt, showing all details that is as submitted in the claim request and adheres to the eligibility criteria.
- The refund amount will be based on the value paid for the Product as shown on the original receipt.

- The Organiser shall reserve the right and absolute discretion to substitute the refund with another of similar value, at any time without prior notice or the need to provide any reason. The refund is non-transferable and is given on an “as is” basis and not exchangeable to any item equivalent.
- Participants must retain the original receipts submitted throughout the Promotion Period for verification. Failure to present the original receipt will result in forfeiture of the refund. Photocopy of receipt shall be disqualified.
- Proof of submission of an entry is not proof of receipt. The Organiser shall not be liable for any delay, lost, damaged and/or non-receipt of submissions, any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, or any problems or technical malfunction of our telecommunications network or lines, computer online systems, servers or providers, computer equipment, software, failure of e-mail or players on account of technical problems or traffic congestion on the Internet.
- Unless otherwise specified, the Organiser is not responsible for and will not bear any and all expenses and ancillary costs which may be incurred in the participation in the Promotion and/or with the return of product.
- The Participant may also be required to produce additional original proof of identity at the discretion of the Organiser.
- The Organiser shall not be responsible for any loss, damage, cost or expense howsoever arising incurred by a Participant in connection with this Promotion.

## **USE OF PERSONAL INFORMATION/ INTELLECTUAL PROPERTY**

- Participants’ entry in the Promotion is conditional upon the Participants consenting to the Organiser and its affiliated companies and business units using the Participants’ personal data to conduct verification and other actions in connection with the Promotion (including but not limited to those actions stated in these Promotion Rules). In addition, the above-mentioned parties may also use the personal data for any promotional, advertising (including targeted advertising) or marketing activities which the Organiser believes may be of interest to the Participant. This includes sending out marketing, advertising (including targeted advertising), communication and promotional materials to the Participants relating to any products manufactured, marketed or sold by Organiser and its affiliates, service providers and commercial partners.
- Any information, personal data and material about or obtained from the Organiser may be accessed, stored or otherwise processed in any medium or format determined by the Organiser, and may be transmitted across national borders for storage and/or processing in accordance with the PDPA. If a Participant requires access to his/her personal data or any amendment or correction to be made or wishes to withdraw consent to any specific use of his/her personal data, he/she should contact the relevant officer by sending a request through our website at <https://tefal.com.sg/>.

## **GENERAL**

- By entering this Promotion, the Participants agree to be bound by the Terms & Conditions of the Promotion and the decisions of the Organiser shall be final and binding. No appeal shall be entertained for any reason whatsoever.
- The Promotion Terms & Conditions and the Promotion mechanics may be amended from time to time and shall prevail over any provisions or representations contained in any other promotional material or advertising of the Promotion. The Promotion and its Terms and Conditions shall be governed by the laws of Singapore and be subject to the exclusive jurisdictions of the Singapore courts.
- This Promotion is not valid in conjunction with other promotions, discounts or vouchers.
- If for any reason any aspect of the Promotion is not capable of running as planned, including by reason of infection by computer virus, network failure, bugs, tampering, unauthorized intervention, fraud, technical failures or any cause beyond the control of the Organiser which corrupts or affects the administration, security, fairness, integrity or proper conduct of the Promotion, the Organiser may in its sole discretion cancel, terminate, modify or suspend this Promotion, or invalidate any affected submissions, and shall not be liable for any claim, action, damage, or loss as a result of such cancellation, termination, modification, suspension or invalidation.

- The Organiser shall not be responsible for any loss, damage, cost or expense howsoever arising incurred by a Participant in connection with this Promotion.
- In the event of any inconsistency between these terms and conditions and any advertising, publicity, brochure, marketing or promotional material or other materials relating to or in connection with this Promotion, these terms and conditions shall prevail.

#### SCHEDULE A – LIST OF PARTICIPATING PHYSICAL AND ONLINE STORES

RETAILER	PARTICIPATING MALL/ OUTLET	ADDRESS
Best Denki	Bedok Mall	311 New Upper Changi Road, B1-01/43/44 Bedok Mall, (S)467360
Best Denki	Bishan J8	9 Bishan Place, 03-02, Junction 8, (S)579837
Best Denki	Clementi Mall	3155 Commonwealth Avenue, #04-47 The Clementi Mall, (S)129588
Best Denki	Funan	109, North Bridge Road, #03-16 & #02-16 Funan Mall, (S)179097
Best Denki	Great World City	1 Kim Seng Promenade, #02-134 Great World City, (S)237994
Best Denki	Hillion Mall	17, Petir Road, B1-65/66, Hillion Mall, (S)678278
Best Denki	IMM	2 Jurong East Street 21, #03-33/47, IMM Building, (S)609601
Best Denki	Jurong Point	Jurong Point Shopping Centre #B1-92/93, (S)648331
Best Denki	Ngee Ann City	391 Orchard Road, #05-01/04 Ngee Ann City Podium, (S)238872
Best Denki	Online	<a href="https://www.bestdenki.com.sg/">https://www.bestdenki.com.sg/</a>
Best Denki	Parkway Parade	80 Marine Parade Road, 03-29/30, (S)449269
Best Denki	Plaza Singapura	68 Orchard Road #03-49 Plaza Singapura, (S)238839
Best Denki	Vivo City	1 Harbourfront Walk, 02-07 Vivo City, (S)098585
Best Denki	Waterway Point	83 Punggol Central, B1-24, (S)828761
BHG	Bugis	200 Victoria Street, #01-100, #02-17 & #03-11, Bugis Junction (S)188021
BHG	Online	<a href="https://bhgsingapore.com.sg/">https://bhgsingapore.com.sg/</a>
CK TANGS	Online	<a href="https://www.tangs.com/">https://www.tangs.com/</a>
CK TANGS	Tang Plaza	310 Orchard Road, Tang Plaza, (S)238864
CK TANGS	Vivo City	1 Harbourfront Walk, #01-187 & #02-189 Vivo City, (S)098585
COURTS	Ang Mo Kio	730 Ang Mo Kio Avenue 6, (S)560730
COURTS	Bukit Timah	205 Upper Bukit Timah Road, (S)588181
COURTS	Causeway Point	04-19/20, Causeway Point, 1 Woodlands Square, (S)738099
COURTS	Clementi	451 Clementi Avenue 3, 01-309, (S)120451
COURTS	East Point	3 Simei Street 6 #04-04/05/06/07 Eastpoint Mall, (S)528833
COURTS	Funan	107 North Bridge Road, #03-01, (S)179105
COURTS	Heeren	260 Orchard Rd, #01-01, Singapore 238855
COURTS	JEM	50 Jurong Gateway Road, #04-30/31/32, (S)608549

COURTS	Jurong Point	1 Jurong West Central 2, #02-05/10, Jurong Point, (S)648886
COURTS	Lot 1	21 Choa Chu Kang Avenue 4, 03-01 Lot One, (S)689812
COURTS	Megastore	50 Tampines North Drive 2, (S)528766
COURTS	Nex Mall	23 Serangoon Central, 02-49/50, (S)556083
COURTS	Online	<a href="https://www.courts.com.sg/">https://www.courts.com.sg/</a>
COURTS	Tampines Mall	4 Tampines Central 5, 03-16/16A, Tampines Mall, (S)529510
COURTS	Toa Payoh	460 Lorong 6 Toa Payoh, (S)310460
Gain City	Ang Mo Kio	8 Ang Mo Kio Industrial Park 2, (S)569500
Gain City	Marina Square	6 Raffles Boulevard, Marina Square, #03-223/232, (S)039594
Gain City	Online	<a href="https://www.gaincity.com/">https://www.gaincity.com/</a>
Gain City	Sungei Kadut	71 Sungei Kadut Drive, (S)729577
Gain City	Tampines 1	10 Tampines Central 1, #B1-09/10 & B1-18, (S)529536
Harvey Norman	Bedok Point	799 New Upper Changi Road, #B1-01/02, #B-16/2 and #B1-K1/K14, (S)467351
Harvey Norman	Bukit Panjang Plaza	1 Jelebu Road #03-06/06A/06B/07A, Bukit Panjang Plaza, (S)677743
Harvey Norman	Djitsun Mall	5 Ang Mo Kio Central 2 #02-01/02, (S)569663
Harvey Norman	Hougang Mall	90 Hougang Ave 10, #02-13 to 15, Hougang Mall, (S)538766
Harvey Norman	Jurong Point	1 Jurong West Central 2, #03-34 to 39, Jurong Point Shopping Centre, (S)648886
Harvey Norman	Millenia Walk	9 Raffles Boulevard #01-59 to 63, Millenia Walk, (S)039596
Harvey Norman	North Point	Level 1, Atrium North Point Shopping Centre, (S)769098
Harvey Norman	Online	<a href="https://www.harveynorman.com.sg/">https://www.harveynorman.com.sg/</a>
Harvey Norman	Parkway Parade	80 Marine Parade Road, #02-34/34A, 35/36, Parkway Parade, (S)449269
Harvey Norman	Seletar Mall	33 Sengkang West Avenue #03-25/30, (S)797653
Harvey Norman	Suntec City	6 Temasek Boulevard Suntec City Mall, East Atrium, Tower 3/4, #01-634/640, (S)038983
Harvey Norman	The Centre Point	176 Orchard Road #03-06/07/07A/08 & #03-101, (S)238843
Harvey Norman	West Mall	No. 1 Bukit Batok Central Link, #03-06 to 09, West Mall, (S)658713
Harvey Norman	Westgate	3 Gateway Dr, #B1-38/39, (S)608532
Harvey Norman	Viva Business Park Factory Outlet	750B Chai Chee Road #01-01/#02-02, (S)469000
Mega DiscountStore	Kallang Leisure Park	5 Stadium Walk #01-46/50, Kallang Leisure Park, (S)397693
Mega Discount Store	Online	<a href="https://megadiscountstore.com.sg/">https://megadiscountstore.com.sg/</a>
METRO	Causeway Point	1 Woodlands Square #01-18/19 Causeway Point (S) 738099

METRO	Online	<a href="https://www.metro.com.sg/">https://www.metro.com.sg/</a>
METRO	LazMall	<a href="https://www.lazada.sg/shop/metro">https://www.lazada.sg/shop/metro</a>
METRO	Shopee Mall	<a href="https://shopee.sg/metrosingapore">https://shopee.sg/metrosingapore</a>
METRO	Paragon	290 Orchard Rd, #02-28 Paragon, (S)2388591
MUSTAFA	Syed Alwi	145 Syed Alwi Rd, (S)200770
OG	Albert	60 Albert Street, OG Albert Complex, (S)189969
OG	Online	<a href="https://og.com.sg/">https://og.com.sg/</a>
OG	Shopee Mall	<a href="https://shopee.sg/ogeshop">https://shopee.sg/ogeshop</a>
OG	People's Park	100 Upper Cross Street, OG Building, (S)058360
Takashimaya	Online	<a href="https://www.takashimaya.com.sg/">https://www.takashimaya.com.sg/</a>
Takashimaya		391A Orchard Road, (S)238873
ToTT	Century Square	2 Tampines Central 5, #02-14, (S)529509
ToTT	Suntec City	3, #02-427 Temasek Blvd, (S)038983
Tefal Official Store on Lazada	Online	<a href="https://www.lazada.sg/shop/tefal-official-store/">https://www.lazada.sg/shop/tefal-official-store/</a>
Tefal Official Store on Shopee	Online	<a href="https://shopee.sg/groupeseb_official">https://shopee.sg/groupeseb_official</a>
Tefal Official Store on Amazon	Online	<a href="https://www.amazon.sg/stores/page/2FBAEE0B-64BC-443F-A9CA-0279D42C5660">https://www.amazon.sg/stores/page/2FBAEE0B-64BC-443F-A9CA-0279D42C5660</a>