



Asko 30 Day Laundry Money Back Guarantee Terms and Conditions

When you purchase any ASKO Washing Machines, Dryers and Drying Cabinets, you also receive a 30 Day Money Back Guarantee*

- This offer is only applicable for ASKO Washing Machines, Dryers and Drying Cabinets (herein referred to as “product”)
- Appliances must be purchased new from an authorised ASKO retailer.
- This offer is only applicable to retail purchases within New Zealand
- Excludes display, clearance, reworked units and commercial orders

Offer is applicable from 1st April 2021 – 31st April 2021

*This offer is subject to the following:

1. If, within 30 days of delivery, you are not totally satisfied with your ASKO product, you may submit a claim by completing the submission form here: <https://www.asko.co.nz/30-day-laundry-money-back-guarantee>
2. If eligible ASKO will arrange to return the unit. The unit must be in the condition in which it was delivered (apart from fair wear and tear), including all accessories, instructions, original packaging and (if applicable) any bonus gifts or added value.
3. We will request a copy of the tax invoice and proof of delivery to verify the purchase and delivery date of your product.
4. After verifying the authenticity of your claim and checking that the product returned is complete, in the condition in which it was delivered, ASKO will provide a full refund. Inclusive of delivery and installation.
5. ASKO shall collect the appliance free of charge however you must arrange for the appliances to be uninstalled (at your expense) and easily removeable from any cavity. Only when this is confirmed will ASKO collect the unit.
6. At its sole discretion ASKO reserves the right to refuse a refund or offset any amount of refund against any damage caused to the appliance.
7. By lodging a claim under this offer, the claimant excludes ASKO from any liability, loss or damage resulting from or arising in connection with the offer to the extent permitted by law.

If you have any questions please email customerservice@jonesfamilybusiness.co.nz