

T&C's for back of confirmation/delivery note

VAT: All prices are inclusive of VAT at 15%

INTEREST FREE PAYMENTS: Payment by interest free installments consists of 4 monthly payments of an equal amount. The postage and packing charge will be added to the first payment. In the event of non-payment of any instalment charge, the full amount owing will become immediately payable.

DELIVERIES WITHIN THE UK: Please note that the terms and conditions including the returns policy outlined below only apply to our deliveries within the UK. To view the full UK terms and conditions including the returns policy relating to our UK customers, please refer to our web site on www.oreck.co.uk

RETURNS POLICY FOR DELIVERIES WITHIN THE UK: See RIGHT TO CANCEL. You must take reasonable care of the goods whilst in your possession and they must be returned to us promptly, at your cost. If we collect the item from you, you will be charged for the cost of collection, which will be notified, to you at the time of cancellation. You must inform us of the cancellation of the contract.

We do not offer refunds on aerosols, liquids or powders unless the item is faulty.

RIGHT TO CANCEL: You have the right to cancel this contract if you wish, within seven working days starting on the day of receipt of the goods you ordered under the distance selling regulations. Cancellation must be made by letter or email and confirmation of posting or transmission should be kept. Postage and packing is non refundable.

30 DAY MONEY BACK GUARANTEE: In the unlikely event that any new Oreck vacuum or air purifier with a 30 day money back guarantee fails to meet your expectations within 30 days of purchase, it is very simple to return the goods to us for replacement or full repayment of the amount paid for the goods including postage and packing. The 30 day money back guarantee applies to new Oreck XL10, XL5, XL3 and canister vacuums and new Oreck air purifiers (not parts or refurbished items).

1. Make a note of the Serial No. and Model No., if the item has one.
2. Remove, and throw away, the disposable inner bag from all vacuums
3. Include a letter with your name and address and a brief description of why you are returning the goods.
4. Repackage the product in the original packaging and address to:

Oreck UK
Unit 2
8 Marsh Green Road North
Marsh Barton
Exeter
EX2 8NY

5. Call 0845 603 0153 and arrange a convenient date for our courier to collect the goods. We will need the address (we can collect from your home, a neighbour, your work

address or a family member), Model No. and Serial No. Alternatively, you may arrange with us to leave your parcel at one of our courier's depots.

MANUFACTURER'S GUARANTEE

Should you need to contact Oreck for advice or repairs under the Manufacturer's Guarantee Please telephone 0845 603 0153. Local call rates apply.

Under guarantee repairs are undertaken by your local Approved Oreck Service Centre. Please call for details of you nearest centre. Alternatively, goods can be returned to Oreck UK free of charge. To arrange collection please call.

ALL STATUTORY RIGHTS APPLY

11th June 2009