



# Russell Hobbs

## 100% SATISFIED OR YOUR MONEY BACK

We are confident that you will be pleased with your new Russell Hobbs product but if for any reason you are not 100% satisfied with the results it delivers we will refund your money back. \*[Terms and Conditions](#) apply see below for more details.

### CLAIM FORM

Product / Model purchased: **ONE TEMPERATURE IRON / 25090**

Purchased from: \_\_\_\_\_

Date of purchase (DD/MM/YYYY): \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Purchased Price: \_\_\_\_\_

Why are you returning this product?: (Minimum 30 words) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Email: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Sort Code: \_\_\_\_\_ Account number: \_\_\_\_\_

Bank address: \_\_\_\_\_

### TERMS & CONDITIONS

Reimbursement will be made through bank transfer only.

1. This money back guarantee (the "Promotion") is open to UK, CI, IoM and ROI residents aged 18 and over in respect of purchases made of the Russell Hobbs One Temperature Iron in either UK, CI, IoM or ROI.
2. Employees and their immediate families of the Promoter, its agents and anyone else professionally connected with this promotion are excluded. No bulk or third party applications will be accepted.
3. Internet access required.
4. If you are not 100% satisfied with your Russell Hobbs One Temperature Iron, the Promoter will refund the actual price paid in accordance with these terms and conditions.
5. In order to claim your refund go to <http://www.russellhobbs.co.uk/service/money-back-guarantee> <https://uk.russellhobbs.com/one-temperature-iron> and complete the online registration form within 60 days of the date of purchase AND return the following items within 14 days of the date of registration:
  - a. A 30 word statement (typed or handwritten on plain paper) stating why you did not like the Russell Hobbs One Temperature Iron and providing your name and address;
  - b. Original proof of purchase showing the purchase of a Russell Hobbs One Temperature Iron. Please note that photocopies will not be accepted and proof of purchase cannot be returned;
  - c. The Russell Hobbs One Temperature Iron product you are claiming a refund for; and The items as listed above must be sent to:
6. After submitting your details you will see a confirmation page together with a reference number. Please note down this reference number in case you have any queries regarding your application.
7. Print out the confirmation page. If you do not have a printer, please make note of your number on a piece of paper along with your name and address and include with your claim.
8. Only valid applications will be accepted. No responsibility can be accepted for applications lost, delayed or damaged in the post. Proof of posting is not proof of receipt.
9. Valid claimants will receive a full refund as shown on their accompanying proof of purchase. Postage costs associated with the claim shall be the responsibility of the claimant.
10. Refunds will be sent in the form of a cheque made payable to the original claimant. Please allow at least 28 days for delivery. This offer does not affect your statutory rights.
11. Promotion limited to one money back claim for one Russell Hobbs One Temp iron per household only.
12. By participating in this Promotion, participants are deemed to have accepted these terms and conditions.
13. The Promoter reserves the right to amend or withdraw this promotion at any time without prior notice, if circumstances make this unavoidable.
14. The Promoter accepts no responsibility for incomplete, incorrect, misdirected, lost or late claims/submissions and they will not be accepted.
15. The Promoter's decision is final and binding in all matters.
16. Any queries relating to this offer can be addressed to the Promoter.
17. Claimants' information will be used for the sole purpose of administration of the Promotion only. Other than as required by law, the Promoter will not disclose participant information to any third party without express permission from the participant.
18. We cannot offer a refund on products purchased from unauthorised retailers or unauthorised sources.
19. These terms and conditions are governed by English law and subject to the exclusive jurisdiction of the English Courts.
20. Promoter: Spectrum Brands (UK) Limited, Regent Mill, Fir Street, Failsworth M35 0HS.



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One Temperature MBG,  
Customer Services,  
Spectrum Brands,  
Fir Street, Failsworth,  
Manchester, M35 0HS.

Please ensure you submit your claim with  
sufficient value of postage.  
A claim submitted without sufficient value  
of postage will not be accepted.

For more information on our products and brands visit [uk.russellhobbs.com](http://uk.russellhobbs.com)