

NEFF Cashback Promotion – B&Q
Terms and Conditions - Consumer
22.08.2025 – 30.11.2025

1. The Promotion is the offer by the Promoter of up to £1100 Cashback ("the Gift") to purchasers if they purchase NEFF built-in kitchen appliances including an oven as detailed below. These appliances must be purchased as part of an overall kitchen purchase from participating retailers including the kitchen furniture (with a minimum of 5 cabinets). For the avoidance of doubt, all appliances must be NEFF and must be fully installed to be able to complete the claim.

£250 cashback will be offered with a purchase of 3 qualifying NEFF built-in kitchen appliances including an oven.

£400 cashback will be offered with a purchase of 4 qualifying NEFF built-in kitchen appliances including an oven.

£550 cashback will be offered with a purchase of 5 qualifying NEFF built-in kitchen appliances including an oven.

£750 cashback will be offered with a purchase of 6 qualifying NEFF built-in kitchen appliances including an oven.

£1,100 cashback will be offered with a purchase of 7 qualifying NEFF built-in kitchen appliances including an oven.

Plus, an additional £600 cashback will be awarded with the purchase of a NEFF Venting Hob or Glass Draft Hood (as detailed in table B below) as part of this Promotion.

2. To qualify as a kitchen purchase for this cashback Promotion, a minimum of five kitchen cabinets must be included within the purchase.
3. The kitchen furniture and appliances must be purchased from the same retailer as part of a kitchen design (participating retailers only).
4. This Promotion applies to purchases between 22nd August 2025 and 30th November 2025 and for which the Promoter has received a completed and valid claim before midnight on 31st May 2026. A copy of the original purchase receipts must be provided as part of the claim process and include proof of payment, containing proof of the original deposit payment made within the promotional period plus proof of payment in full or proof of a finance agreement in place. Acceptable documentation includes deposit payment receipts, contract or schedule which confirms all of the qualifying criteria has been met. For avoidance of doubt, order confirmation summaries and delivery receipts will not be accepted as proof of purchase.
5. The promoter will accept no responsibility for delayed projects or installations, all claims must be made by 31st May 2026 and no claims can be submitted thereafter.
6. This is a consumer only Promotion. For the avoidance of doubt, retailers will not be able to claim the Gift on behalf of the consumer.
7. The Gift will be in the form of BACS Transfer.
8. In order to qualify for the Cashback of £250, a minimum of THREE qualifying NEFF built-in appliances including an oven must be purchased. Each cashback claim must include a NEFF oven (Table A below) plus any other current large built-in domestic appliances from these categories; hobs, cooker hoods, dishwashers, laundry and refrigeration. All appliances must be purchased as part of an overall kitchen purchase and from the same retailer that the kitchen furniture has been purchased from (must be from a participating retailer only). **Freestanding appliances and accessories (including warming drawers) are not included.** A list of qualifying appliances from all categories can be found on the claim site at <https://mykitchen-rewards.co.uk/Neff>
9. If a NEFF Venting Hob or Glass Draft Hood (Table B below) is purchased as ONE of the qualifying NEFF appliances then an additional £600 will be awarded. The total cashback value that can be awarded for SEVEN qualifying NEFF appliances, including a NEFF oven and NEFF Venting Hob or Glass Draft Hood is £1,700.

10. If multiple Venting Hobs or Glass Draft Hoods (Table B below) are purchased as TWO or more of the qualifying NEFF appliances then £600 will be awarded per Venting Hob or Glass Draft Hood.
11. Purchases of ex-display, graded, seconds, replacements and imperfect products and trade/contract sales are excluded from the Promotion.
12. Each consumer is permitted to submit a single claim, which must pertain to one household only. No consumer shall be entitled to submit more than one claim in total. Claims that fail to comply with this condition shall be deemed invalid and may not be processed. Please note that employees and relatives of the Promotor, participating retailers or traders are prohibited from participating in this promotion. Traders and participating retailers themselves are also prohibited from participating in this promotion.
13. Claimants cannot claim in conjunction with another offer.
14. How to Claim
 - a. In order to claim the Gift, Claimants must fully complete the online claim form at <https://mykitchen-rewards.co.uk/Neff> including the E-nr and FD numbers of each appliance, a photograph of the appliances in situ, the original receipt showing date of purchase, which also itemizes the appliances and furniture purchased and includes the original deposit payment, proof of payment in full or proof of a finance agreement in place.
 - b. For the avoidance of doubt, all appliances must be installed within the kitchen to be able to acquire E-nr and FD numbers and provide a photograph of the appliances in situ. Where unable to access the E-nr and FD numbers on hobs or cooker hoods only, photographs in situ will be accepted.
 - c. The evidence of purchase must include the same name as that of the Claimant. No payments will be made where the Claimant's name does not match the name on the evidence document.
 - d. The evidence of purchase must be from a participating retailer.
 - e. Claims must be received by the promoter no later than midnight on the 31st May 2026 and the Promotor will not accept any claims received subsequently.
 - f. Claimants can view the full list of eligible retailers at <https://mykitchen-rewards.co.uk/Neff/Common/FAQs>
15. The Claimant will provide the correct bank account details, and the bank account must be in the same name as the Claimant. No payments will be made to a bank account where the Claimant's full name does not match the bank account name. In the event that payment is made to an incorrect bank account due to the Claimants submission of incorrect bank account details, the Promotor shall have no responsibility and these funds will not be retrieved.
16. The Promoter reserves the right to investigate and undertake all such action, as is reasonable, to protect itself against fraudulent or invalid claims including, without limitation, to require Claimants to provide further verification as to proof of purchase. In addition, the Promoter reserves the right to reject those claims which are, in their sole opinion, fraudulent or invalid.
17. Claimants should allow up to 28 days for confirmation of claim approval from the date of the Promoter's receipt of the Claim Form and copy of the purchase receipt. Claimants should allow 28 days for the release of the Bank Transfer funds, from the date of the Promoter's confirmation of claim approval.
18. All claim forms and copy purchase receipts, once received by the Promoter, will become its property and will not be returned to Claimants.
19. By submitting a claim, Claimants agree to be bound by these terms and conditions.
20. In the unlikely event that a Claimant is unhappy with their NEFF appliance and wishes to return it for a full refund, such refund is conditional upon the return of the Gift i.e. the cashback.
21. The Promoter reserves the right to withdraw, extend or amend the terms of this Promotion at any time due to circumstances beyond its control.
22. In the event that you do not have access to the internet or are unable to claim online, please telephone the freephone helpline on 0800 987 4112. The advisor will be able to complete your redemption over the telephone, however, you will need to post your purchase receipt to validate the claim to My NEFF Rewards, BI Worldwide Limited, 1 Vantage Court, Newport Pagnell, Bucks, MK16 9EZ. Claims will only be paid upon

receipt of a valid purchase receipt. Please note, receipts will not be returned so please ensure you keep a copy. A copy of the original purchase receipts must be provided. For avoidance of doubt, order confirmations and delivery receipts will not be accepted.

23. The Promotion is open to residents of the United Kingdom, Channel Islands and the Isle of Man only, excluding employees of the Promoter.
24. The Promotion shall be governed by the laws of England and Wales.
25. The Promoter is NEFF Home Appliances, a division of BSH Home Appliances Limited, a company registered in England and Wales under company registration no. 01844007, whose registered office is at Grand Union House, Old Wolverton Road, Wolverton, Milton Keynes, Buckinghamshire, MK12 5PT, UK.
26. This Promotion is carried out and facilitated by BI Worldwide Limited on behalf of the Promoter. A copy of their privacy policy can be found at; <https://www.biworldwide.com/uk/privacy/>
27. The Data Controller and Data Processor (as defined in the UK General Data Protection Regulations) is NEFF, a division of BSH Home Appliances Limited, a company registered in England and Wales under company registration no. 01844007, whose registered office is at Grand Union House, Old Wolverton Road, Wolverton, Milton Keynes, Buckinghamshire, MK12 5PT, UK.

TABLE A – Ovens

Brand	Category	Sub-Category	Series	Model	B&Q
NEFF	Ovens	Slide & Hide Single Pyrolytic Oven	N 70	B54CR71G0B	4242004265924
NEFF	Ovens	Slide & Hide Single Pyrolytic Oven	N 70	B54CR71N0B	4242004270355
NEFF	Ovens	Slide & Hide Single Pyrolytic Oven	N 50	B6ACH7AG7B	4242004281399
NEFF	Ovens	Slide & Hide Single Pyrolytic Oven	N 50	B6ACH7AN7B	4242004281412
NEFF	Ovens	Slide & Hide Single Oven	N 70	B54CR31G0B	4242004265863
NEFF	Ovens	Slide & Hide Single Oven	N 70	B54CR31N0B	4242004270348
NEFF	Ovens	Slide & Hide Single Oven	N 50	B3ACE4AG3B	4242004281238
NEFF	Ovens	Slide & Hide Single Oven	N 50	B3ACE4AN3B	4242004281245
NEFF	Ovens	Single Oven	N 30	B1DCC0AK3B	4242004281092
NEFF	Ovens	Double Oven	N 50	U1ACE2AG3B	4242004281764
NEFF	Ovens	Double Oven	N 50	U1ACE2AN3B	4242004281771

TABLE B – Venting Hobs and Glass Draft

Brand	Category	Sub-Category	Series	Model	B&Q
NEFF	Surface	Venting Hob	N 70	V58NHQ4L0	4242004277477
NEFF	Surface	Venting Hob	N 50	V56NBS1L0	4242004277439
NEFF	Ventilation	Glass Draft Hood	N 90	I98WMM1S7B	4242004252290
NEFF	Ventilation	Glass Draft Hood	N 90	I88WMM1S7B	4242004252306