

## Tineco S9 Artist Series – Bonus Go Mini Pet Redemption Terms and Conditions:

To be eligible, customers must purchase a Tineco S9 Artist Pro or S9 Artist Steam between 31st July 2025 and 31st August 2025, inclusive, from Tineco's authorised retailers. Eligibility requires submission of the purchase date, purchase channel, customer's name, phone number, email, and a valid receipt via the redemption form on the official Tineco Australia website. The redemption portal will close at 11:59 PM AEST on 30th September 2025, and no further redemptions will be accepted through other communication channels, such as email or social media direct messages.

- Eligible customers will receive **one (1) Free Tineco Go Mini Pet Hand Vacuum** (RRP \$199)
- This gift is **not redeemable for cash** or any other product or service.
- Only one Free Tineco Go Mini Pet hand vacuum can be redeemed per customer, regardless of the number of purchases, verified by name, email, and receipt details.
- Tineco aims to dispatch the Free Tineco Go Mini Pet hand vacuum within standard Australian shipping times of 5-20 business days from redemption approval. However, delays may occur due to unforeseen circumstances.
- A valid **Australian residential address** must be provided – **PO boxes are not accepted**. Customers are responsible for ensuring their shipping address is correct. **Tineco is not liable for delays or losses caused by incorrect information provided.**

Tineco may only vary these terms and conditions with the consent of customers who have already purchased a qualifying product and submitted a redemption, in compliance with the Australian Consumer Law (ACL). Any proposed changes will be communicated to affected customers with reasonable notice, and Tineco will ensure such changes do not disadvantage customers who have relied on these terms.

- This offer is subject to consumer guarantees under the Australian Consumer Law. For queries on redemption progress, contact [redemptions@tinecoclean.com.au](mailto:redemptions@tinecoclean.com.au)