

TERMS OF PROMOTION

OUR PROMISE OF FRIENDSHIP: MONEY BACK!



- The promotional offer is valid in **Germany** to the devices:
 KM 3896.400, KM 3897.400, KM 3866.400, SM 9688.400, KA 4825.400, KA 4845.400 und KA 4811.400, RB 7028.510, BC 7049.510, BC 7058.510, CY 7087.510, MY 7118.510, HV 7160.510, HV 7165.510, MY 7119.510, MY 7116.142 HV 7164.510, HV 7166.510 und HV 7168.510.
 The promotional offer is valid in **France** to the devices: KM 3897.400
 We will take back any of these devices within 30 days of purchase (date of original purchase receipt).
- In order for us to refund your money, we need some information from you. It is therefore essential that you fill in the warranty card **completely and legibly by hand or directly here in the document**.
 Send the completed warranty card scanned, photographed and/or saved as a file by e-mail to: **service@severin.de** or by post to the address listed above to receive a DPD return label to return the appliance to us free of charge. Please enclose a printout of the completed warranty card with the return shipment.
 If you have any questions, please call us: **+49 (0) 2933/982-1460**.
- The appliance must be returned complete and in its original packaging. The completed warranty card and the **original proof of purchase** must be enclosed. We do not accept copies of sales slips, invoices, credit card statements and receipts. After receipt of the appliance and documentation, the purchase price will be refunded.
- Are you an entrepreneur? You then have a legal obligation to issue an invoice for the sale of the appliance to SEVERIN Elektrogeräte GmbH and enclose this invoice with the appliance.

WARRANTY CARD

Surname*	
First name*	
Street, house no.	
Postal code, town/c	
Phone:	
E-mail*:	
Model*	
Bank*	
IBAN*	
BIC*	

Please print out and fill in clearly in block letters by hand or type directly into the grey fields.

*Mandatory field

REASON FOR RETURN

Here, you can tell us your reason for returning the goods. This information is voluntary and has no influence on the refund of the purchase price. We look forward to your feedback!

- Taste/result not satisfactory
- Cleaning/handling not satisfactory
- Other quality expected
- I don't like the product
- Other reason: _____

DATA PROTECTION

Dear Customer,

According to Section 13 GDPR, we are obliged to inform you about the collection and processing of your personal data.

SEVERIN Elektrogeräte GmbH, Röhre 27, 59846 Sundern, Germany, represented by Ulrich Cramer and Dr. Joyce Gesing are responsible for the processing. You can reach the company's data protection officer at the following e-mail address: Datenschutz@severin.de

The following data is processed for the "30-day money-back guarantee":

Surname, first name, street, house number, postal code, city, telephone number, e-mail address, model, bank, IBAN and BIC. We have received this data from you personally on the warranty card. The processing is carried out within the scope of warranty settlement in accordance with Article 6 (b) GDPR.

The data will be passed on to our house bank for the transfer of the money. We do not ship to third countries. The company deletes electronic data and destroys data on paper after the minimum retention period has expired in compliance with data protection law if no further use is made of the data or if no other regulation prevents deletion.

As a data subject, you have the following rights under the General Data Protection Regulation:

According to Art. 15, 16, 17, 18, 21 GDPR, you have the right to information or viewing, correction and deletion of the stored data. If you, as the data subject, discover that the data is incorrect or incomplete, you have the right to have the data corrected or completed in accordance with Article 16 of the GDPR.

If you notice any irregularities in processing, you can of course contact our data protection officer or the supervisory authority in the German state of North Rhine-Westphalia directly.

Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen (State Commissioner for Data Protection and Freedom of Information of North Rhine-Westphalia)

Kavalleriestr. 2-4, 40213 Düsseldorf, Phone: +49 (0) 211/38424-0, fax: +49 (0) 211/38424-10, e-mail: poststelle@ldi.nrw.de