

TERMS AND CONDITIONS OF BOSCH 30-Day Dishwasher Experience Campaign 2026

By submitting this application form, you hereby agree that you have read and understood to be bound by the following terms and conditions:

1. Eligibility

- (a) By participating the Buy & Try Campaign, you are eligible to request a return and refund of the selected Bosch dishwashers purchased by you at any time within thirty (30) days from the date of delivery of the selected dishwasher(s) by the Organiser or the Organiser's authorised dealers of Bosch home appliances ("**BSH Authorised Dealer(s)**").
- (b) This Campaign is valid for "Bosch" dishwashers with model nos. SMS26AI00Q, SMS26W00Q or SMS4IMI62Q ("**Dishwasher**").
- (c) You must pay the full price of the Dishwasher to the Organiser or BSH Authorised Dealer(s) outlet(s) located in Peninsular Malaysia. You shall produce to BSH with the original purchase receipt or tax invoice for such purchase when requested by BSH for verification.
- (d) You must fill in and complete all require information and/or documents stated in any application form and return form, where applicable for this Campaign. You can submit the form(s) to our email at bshpet.enquiries@bshg.com or to any of the Organiser's stores stated below.
- (e) Any incomplete forms/documents and/or inaccurate information/documents provided by you shall be rejected and void by the Organiser at its sole and absolute discretion;

2. Campaign Period

The Campaign period will commence from **[08/06/2026]** to **[07/07/2026]** (both dates inclusive) ("**Campaign Period**"). Entry received after **[07/07/2026]** will not be accepted.

3. BSH Authorised Dealer(s) and Trial Period

- (a) You may select any of model of the Dishwasher and you could only choose one (1) unit of the Dishwasher per household from the Organiser's or BSH Authorised Dealer(s) stores listed below within the Peninsular Malaysia only:
 - **Bosch Experience Centre @ 42, Jalan SS 21/1, Damansara Utama, 47400 Petaling Jaya, Selangor, Malaysia (Bosch Official Flagship Store operated by the Organiser);**
 - **TBM**
 - **E.S.H**
 - **Hoe Huat Electrics stores**
 - **Desa Home Theatre, Kepong**
 - **Kitchentech**
 - **KT Kitchen Hub**
 - **Best Denki**
 - **Harvey Norman**
- (b) The free trial period of the Dishwasher is valid for **30-days** ("**Trial Period**") from the date the Organiser or the BSH Authorised Dealer(s) delivers the Dishwasher to you. You are allowed to request a return and refund of the Dishwasher purchased by you at any time during the Trial Period from the return form provided in the Bosch Home MY (www.bosch-home.com.my)

- (c) You shall bear all risk of loss or damage to the Dishwasher upon delivery. The Organiser and/or BSH Authorised Dealer(s) reserves the right to repossess the Dishwasher from you at any time upon the expiry of the Trial Period or in the event of misuse or non-compliance with these terms and conditions.

4. Payment, Return and Refund

- (a) To participate in this Campaign, you can select any model of the Dishwasher and pay the full price. Delivery and dismantling charges of the Dishwasher is not included.
- (b) If you are satisfied with the use of the Dishwasher, you can continue using the Dishwasher, and no refund will be required.
- (c) If you are not satisfied with the use of the Dishwasher, you shall return the Dishwasher to the Organiser or BSH Authorised Dealer(s) upon expiry of the Trial Period. We will process your refund within 30 working days thereafter.
- (d) BSH and/or its authorised representatives will inspect and collect the Dishwasher upon appointment made and it is subject to payment of RM150.00 administrative fee chargeable by BSH or BSH Authorised Service Partner(s).
- (e) The full amount of the dishwasher will be refunded once BSH or BSH Authorised Service Partners(s) has collected the dishwasher. The refund timeline is subject to the refund policy of the respective store where the purchase was made.

5. Delivery and Installation of the Dishwasher

- (a) The Organiser or BSH Authorised Dealer(s) will provide free basic installation of the Dishwasher, excluding complex plumbing or electrical work, cabinetry modifications, structural changes, non-standard locations, appliance disposal, and additional accessories.
- (b) Transportation for delivery of the Dishwasher is excluded. The Organiser's or BSH Authorised Dealer(s)' authorised representative(s) may request you to present your identity card for verification prior to the installation of the Dishwasher. If you refuse to do so, the Organiser's or BSH Authorised Dealer(s)' authorised representative(s) may decline to install the Dishwasher without any liability to you.
- (c) You shall make available at your sole costs the necessary piping, water access and connection for the installation and use of the Dishwasher, if applicable.
- (d) If you require the Organiser to provide additional delivery, installation and/or dismantling services, additional charges will apply. Please call our call centre for further inquiries, if applicable.

6. Post Trial and Return

- (a) At the end of the Trial Period, you must immediately submit your request to return the Dishwasher to the Organiser or BSH Authorised Dealer(s) in good and saleable conditions (i.e. functioning and free from signs of physical damage, wear and tear excepted) along with all original parts and accessories. All packaging materials and warranty card must also be returned.
- (b) The Organiser and BSH Authorised Dealer(s) has sole and absolute discretion to refuse any return and refund in the event the Dishwasher is damaged, and shall not be held liable to compensate and/or indemnify you in any manner whatsoever in connection thereof directly and/or indirectly.
- (f) For return, please submit the return form via our official website at (www.bosch-home.com.my) to schedule an appointment. For return and refund of the Dishwasher, the Organiser and/or its authorised representatives will inspect the Dishwasher. Collection of the Dishwasher will be performed by BSH Authorised Dealer(s) or its authorised representative. For return collection, you must pay

an administrative fee of RM150.00. BSH Authorised Dealer(s) or its authorised representative will arrange to collect the Dishwasher from you

- (c) If you refuse or delay returning the Dishwasher to the Organiser or BSH Authorised Dealer(s) for any reason whatsoever, the Organiser or BSH Authorised Dealer(s) will not proceed with the refund, and the Organiser and BSH Authorised Dealer(s) shall not be held liable to compensate you for any losses whatsoever incurred and/or to be incurred by you arising therefrom.

- 7. The Dishwasher shall only be used for household environment and domestic purpose only. The Dishwasher shall not be used for any commercial, rental or for-profit generation purpose, and does not cover multiple-user organisation or for commercial use in housing areas. You shall use the in accordance with the Dishwasher's user manuals/guides and subject to the standard warranty terms and conditions.
- 8. During the Trial Period, you shall be solely responsible for the safe handling, proper maintenance and usage of the Dishwasher at all times, and shall not remove, dismantle, transfer, sell and/or otherwise dispose of the Dishwasher or any parts thereof from the original place of installation or to any third party.
- 9. You agree to provide and complete any feedback/survey/information forms on your experiences in using the Dishwasher during the Trial Period and after the post-Trial Period of the Dishwasher.
- 10. All images and artwork used for the Campaign are for illustration purposes only.

11. **Other Terms and Conditions**

- (a) All transportation, accommodation, personal costs and/or any other costs, fees and/or related expenses that are incurred or to be incurred to participate in this Campaign shall be solely your responsibility.
- (b) You shall assume full liability and responsibility in case of any liability, mishap, personal injury, loss and damage, claim or accidents, death resulting from this Campaign and/or utilization of the Dishwasher, and agrees to release and hold the Organiser and BSH Authorised Dealer(s) free and harmless of any liability whatsoever directly and/or indirectly incurred or to be incurred in connection with this Campaign.
- (c) If you do not notify the Organiser or BSH Authorised Dealer(s) of the return, and upon expiration of the Trial Period, the Dishwasher shall be deemed accepted by you, and the Organiser and BSH Authorised Dealer(s) will reject any request for return or refund thereafter.
- (d) By participating in this Campaign, you hereby agree to provide your personal information and the Organiser reserves the right to publish, use your name, video content and/or picture (if any) for the purpose of publicity, advertising and/or trade without compensation or further notice and you have no right to make any claim for such use, if applicable.
- (e) By participating in this Campaign, you hereby agree to provide personal data and/or information to the Organiser and BSH Authorised Dealer(s) for verification, contact, products delivery and/or services. You understand and agree that the Organiser may collect, use and/or disclose your personal data and/or information provided for promotional and marketing activities via email, push notification and/or SMS, administration, feedback, surveys, market research, delivery & installation of products by the Organiser's service providers or independent contractors, maintenance tips for products, individualised services, culinary events purpose and/or disclose to the Organiser's related corporations in accordance with the Personal Data Protection Act 2010, including any of its amendments. You further agrees to BSH's terms and conditions set out at <https://www.bosch->

[home.com.my/metapages/privacy](https://www.bosch-home.com.my/metapages/privacy) for more information, please visit website at <https://www.bosch-home.com.my/>.

- (f) You may withdraw your consent to provide personal data and/or information at any time by notice in writing to BSH data protection officer(s) at bshpet.service@bshg.com and/or sgr_v_dpo@bshg.com.
- (g) The Organiser reserve its rights to amend, vary, modify, change, suspend, cancel, extend, remove or delete any terms and conditions of this Campaign at any time without prior notice and any dispute arising out of this Campaign, the decision made by the Organiser shall be final and binding onto the parties of the dispute. The Organiser shall not be held liable to compensate and/or indemnify you in any manner whatsoever in connection with this Campaign directly and/or indirectly.
- (h) These terms and conditions and any related disputed are subject to applicable laws of Malaysia.