

# Panasonic 2024 TV Extended Warranty Promotion

Purchase an applicable Panasonic TV from a participating retailer and qualify for a Free 5 Year Warranty.

Helpline Number: 0808 189 7138 E-mail: [panasonicpromotions@360insights.com](mailto:panasonicpromotions@360insights.com)

Promotion Period: 00:01 on the 1<sup>st</sup> of August 2024 to 23:59 on the 31<sup>st</sup> March 2026.

Claim Deadline: midnight on 01/05/2026

## PROMOTION TERMS AND CONDITIONS

1. The Panasonic TV Extended Warranty Promotion (hereafter referred to as the “Promotion”) is promoted by Panasonic UK, a branch of Panasonic Marketing Europe GmbH, whose registered address is Panasonic, Maxis 2, Western Road, Bracknell, Berkshire RG12 1RT, UK (the “Promoter”).
2. For the avoidance of doubt, this Promotion is an extension of the standard Panasonic 1 year warranty to a total of 5 years (full details available at [www.panasonic.co.uk/euguarantee](http://www.panasonic.co.uk/euguarantee)) and is only valid within the UK, EEA, EU, Switzerland, Channel Islands and Isle of Man.

## ELIGIBILITY

3. The Promotion is applicable to residents of the UK, EU, EEA, Switzerland, Channel Islands and Isle of Man who are aged 18 years or over.
4. In order to qualify for the Promotion, participants must purchase a new (not second hand) Qualifying Product from a participating retailer in the UK or Republic of Ireland during the Promotion Period. Claims relating to products purchased before or after this Promotion Period will be deemed invalid.

Model	Promotion
TV-77Z93AEB TV-65Z95AEB TV-55Z95AEB TV-65Z90AEB TV-55Z90AEB TV-48Z90AEB TV-42Z90AEB TV-65Z85AEB TV-55Z85AEB TV-65Z80AEY TV-55Z80AEY TV-48Z80AEY TB-65Z60AEB* TB-55Z60AEB* TV-65W95AEB TV-55W95AEB TV-65W90AEB TV-55W90AEB TV-50W90AEB TV-43W90AEB TV-65W80AEY TV-55W80AEY TV-50W80AEY TV-43W80AEY	1 Year Standard + 4 Years Additional Warranty

5. This Promotion is open to participating retailers only, please check with your chosen retailer that they are participating in this Promotion prior to purchasing a product to avoid any disappointment.
6. All Qualifying Products must be new and genuine Panasonic products. Purchases of second hand, refurbished or reconditioned products, products imported from outside the EEA or products which are counterfeit or infringe the intellectual property rights of the Panasonic group of Companies in any way will not qualify for this Promotion.

#### **CLAIM PROCESS**

7. To claim this promotion for your purchase, please complete the online claim form ([www.panasonic.co.uk/promotions](http://www.panasonic.co.uk/promotions)) and upload a copy of your full purchase receipt (not deposit receipt) showing the model number, by the Claim Deadline. Applications made after this date will not be eligible for the Promotion. Please ensure your purchase receipt includes the model number purchased and the date of purchase.
8. Claims are not valid in respect of Qualifying Products that are returned to a retailer and the participant exchanges the product or receives a refund, in which case the Promoter will be entitled to cancel any Extended Warranty.
9. The Promoter will not process a claim if the participant cannot provide a copy of the purchase receipt.
10. The Promoter will not be held responsible or liable for any technical, hardware, software, server website or other failures or damage of any kind to the extent that this prevents the participant from or otherwise obstructs the participant to enter in the Promotion. Claims by fax, telephone or email will not be accepted. Illegible, incomplete or altered claim forms will be deemed void, as will claim forms not completed in accordance with these terms and conditions.
11. Upon submission of your online registration, your claim will be verified. Upon redemption we will activate your Warranty and send you a certificate by email, which will confirm your Warranty cover period and contact details.

#### **REDEMPTION PROCESS**

12. Please allow 28 days; from the date we receive your claim and all supporting documentation, to receive your Warranty Certificate. If you have not received your Warranty within the estimated 28 days, please contact us, using the contact details above. Regrettably, claims pursued outside of the Claim Deadline will not be accepted.
13. For the avoidance of doubt, if the participant does not provide all supporting documentation when putting in their claim, the 28 days will run from when the Promotor receives all supporting documentation. Should all supporting documentation not be received by the Claim Deadline then the claim shall not be valid and will not be processed.

#### **PRIVACY & DATA PROTECTION**

14. We have a legitimate interest in collecting personal data for the purposes of this Promotion and Research and Development. All personal data collected will be processed in accordance with relevant and applicable data protection legislation and regulations (including the European Data Protection Regulation). We also work with third parties such as 360 Insights to

provide services. We may be required to provide your personal data to them for administration and processing purposes. Your personal data will be handled in accordance with Panasonic's Privacy Policy <http://www.panasonic.com/uk/privacy-policy.html> and 360 Insights Privacy Policy <https://www.panasonicpromotions.co.uk/policy>.

## **GENERAL CONDITIONS**

15. The Promoter reserves the right to verify the eligibility of all claims to protect against fraudulent, invalid or repetitive claims. Fraudulent entries or claims that otherwise do not meet these terms and conditions will be invalidated and the Promoter reserves the right to disqualify the participant making such a claim from this and other promotional activities.
16. In certain circumstances, it may take longer to carry out actions in relation to your claim. Therefore, Panasonic reserves the right to extend the period allowed to process and verify your claim for as long as necessary but will endeavor to do so in a reasonable timeframe.
17. To monitor fraudulent claims the Promoter reserves the right to cross check product returns with the relevant retailers against Extended Warranty claims received. Any potential fraudulent activity will be followed up by the Promoter. The Promoter will withhold the issuance of an Extended Warranty where it is suspected that a false or fraudulent claim has been made.
18. The Extended Warranty offered under this Promotion is non-exchangeable, non-transferable and there is no cash, credit or product alternative available.
19. The Promoter reserves the right to amend these terms and conditions at any time and to amend or withdraw this promotion at any time.
20. This Promotion is not available in conjunction with any other offer or promotion.
21. By claiming this Extended Warranty, applicants will be deemed to have read and accepted these terms and conditions.

## **Eligible Dealers**

1. All UK dealers excluding John Lewis

These terms and conditions are governed by English Law.