

TERMS & CONDITIONS

Definitions

Unless the context provides otherwise, the words and expressions set out below will have the following meanings and related expressions shall have corresponding meanings:

1. **Promoters** mean **Defy Appliances (Pty) Ltd** in partnership with **Reckitt Benckiser Pharmaceuticals (Pty) Ltd**.
2. **Promotion** means the promotional offer whereby consumers who purchase a qualifying Defy dishwasher model and successfully register their appliance for a 3-year extended warranty during the Promotional Period will receive one (1) free Finish Ultimate Plus 45s coupon, subject to these Terms and Conditions.
3. **Participant** means a person who enters the Promotion.
4. **“Prize”** means the Prize reward which a valid Participant will receive.

1. Terms and Conditions

- 1.1. The Promotion is open to all South African residents who are 18 year and above, in possession of a valid identity document.
- 1.2. The Promotion will be limited to the Republic of South Africa.
- 1.3. Employees and immediate family members of Reckitt South Africa (Pty) Ltd, Defy Appliances (Pty) Ltd, their affiliates, subsidiaries, advertising and promotional agencies, and any other parties directly involved in the administration of the Promotion are not eligible to participate in this Promotion.
- 1.4. By participating in this Promotion Participants agree to receive future marketing material from the brand/s on Promotion. However, the Participant has the right to unsubscribe to receiving marketing material.
- 1.5. All personal information (‘Personal Data’) supplied by Participants shall be processed in accordance with South African data protection legislation and the Promoters’s Privacy Policy.
- 1.6. The Defy Finish Campaign commences at **00:00 (SAST) on 1 July 2026** and closes at **23:59 (SAST) on 30 September 2026**. Only qualifying purchases made during this Promotional period will be eligible to participate in the campaign.
- 1.7. The Promotion is valid only on the following participating Defy dishwasher models: **DDW257, DDW258, DDW246, DDW242, DDW240, DDW366, and DDW377**.
- 1.8. This Promotion is valid only on purchases made through the following participating retailers: **House & Home, Makro, Hirsch’s, Tafelberg Furnishers, Kloppers, Takealot, Appliance World, HiFi Corp**.

Entry Mechanic

5. Participants may enter this Promotion as set out in the advertising material and below:
 - 8.1. Buy a Defy dishwasher;
 - 8.2. Scan the QR code to register your 3-year warranty extension;
 - 8.3. Get a free Finish ultimate plus 45’s coupon.

Bundle

6. The Promotional bundle includes one (1) pack of Finish Ultimate Plus All-in-1 Dishwasher Tablets (45 Pack). Customers may choose one (1) of the following variants:
 - Finish Ultimate Plus Lemon Sparkle All-in-1 Dishwasher Tablets (45 Pack); or
 - Finish Ultimate Plus Fresh All-in-1 Dishwasher Tablets (45 Pack).

Only one variant may be selected and redeemed per qualifying dishwasher purchase, subject to availability.

Free additional 3 year warranty and Finish Ultimate plus redemption process:

When purchasing a participating Defy dishwasher from House & Home, Makro, Hirsch's, Tafelberg Furnishers, Kloppers, Appliance World or HiFi Corp customers must follow the steps below to qualify for the Finish Promotional voucher:

- a. Purchase a participating Defy dishwasher from any participating retailer during the Promotional period.
- b. Scan the QR code displayed on the point-of-sale material attached to the participating Defy dishwasher model or WhatsApp "Defy dishwasher" to 083 336 2923.
- c. Complete the registration process via WhatsApp and submit all required information.
- d. Upon successful verification of the registration of the Dishwasher, a confirmation of warranty extension and a Checkers Finish voucher to the value of R289.99 will be sent to the customer's WhatsApp number within 48 business hours.
- e. The voucher is redeemable for one (1) of the following products only:
 - a. Finish Ultimate Plus All-in-1 Dishwasher Tablets Lemon Sparkle 45 Pack; or
 - b. Finish Ultimate Plus All-in-1 Dishwasher Tablets Fresh 45 Pack.
- f. The voucher is valid for single use only and may not be exchanged for cash, transferred, resold, or redeemed for any other Finish product.
- g. The voucher may only be redeemed in-store at any Checkers store and is subject to product availability.
- h. Customers may be required to present the voucher received via WhatsApp at the time of redemption.
- i. The Promoters reserves the right to verify all purchases and registrations and to reject any claim that does not comply with these terms and conditions.

Important: The Finish voucher must be redeemed by October 31st October 2026 11:59 (SAST). Vouchers not redeemed by this date and time will expire automatically and will no longer be valid for redemption. No extensions, replacements, cash refunds, or credits will be provided for expired vouchers.

Important: The additional 3-year warranty is subject to Defy's standard warranty terms and conditions and is valid only upon successful registration.

GENERAL

1. A copy of these rules can be found on the following website www.defy.co.za throughout the period of the competition.
2. The Promoters shall not be responsible for any lost, damaged, delayed, incorrect or incomplete entries for any reason whatsoever. Proof of sending will not be accepted as proof of receipt.
3. The Promoters shall not be responsible for the failure of any technical element relating to this Promotion that may result in an entry not being successfully submitted.
4. Responsibility is not accepted for entries lost, damaged or delayed as a result of any network, computer or cell phone hardware or software failure of any kind. Proof of sending will not be accepted as proof of receipt.

5. The Promoters reserves the right to disqualify any claim if fraud or cheating is suspected, including without limitation, through the manipulation of code or otherwise frequently falsifying data.
6. The reward is not exchangeable for cash and is not transferrable.
7. The Promoters shall have the right to change or terminate the Promotion immediately and without notice, if deemed necessary in its opinion and if circumstances arise outside of their control. In the event of such change or termination, all Participants agree to waive any rights that they have in respect of this Promotional competition and acknowledge that they will have no recourse against the Promoters or its agents.
8. By participating in this Promotion, participants consent to the collection, processing and use of their personal information by Defy Appliances (Pty) Ltd (“Defy”), Reckitt Benckiser South Africa (Pty) Ltd (“Reckitt”), and their appointed service providers for the purposes of administering this Promotion, validating eligibility, facilitating the 3-year warranty registration, issuing the Finish Ultimate Plus 45s coupon, and communicating with participants regarding the Promotion.

Personal information will be collected from participants through the Finish WhatsApp registration process and may include, but is not limited to, the participant’s name, contact details, proof of purchase, appliance information, and any other information reasonably required to administer the Promotion.

The personal information collected will be stored in a password-protected Microsoft Excel file with access restricted to authorised personnel only. Appropriate technical and organisational measures will be implemented to safeguard such information against unauthorised access, loss, misuse or disclosure.

Participants may be contacted by Defy and/or Reckitt regarding this Promotion. Participants will only receive marketing communications where they have provided the necessary consent and will be given the opportunity to opt out of such communications at any time through the applicable opt-out mechanisms.

Personal information may be shared between Defy, Reckitt and their authorised third-party service providers solely to the extent necessary for the administration of this Promotion and in accordance with applicable data protection laws, including the Protection of Personal Information Act, 2013 (“POPIA”).

Unless a longer retention period is required by law, all personal information collected for the purposes of this Promotion will be securely retained for a period of five (5) years from the end of the Promotion, after which it will be permanently deleted or securely destroyed

9. Participation in the Promotion constitutes acceptance of the Promotion rules and Participants agree to abide by the rules.

General Provisions

Without detracting in any way from the Promotion Rules, the following general provisions shall be applicable to these Rules.

- The Promoters of this Promotion will interpret the Rules in their sole discretion and reserve the right to amend the Rules at any time in accordance with the provisions contained in these Rules.
- By entering and participating in the Promotion, consumers agree that the Promoters may collect and process their personal information for purposes of this Promotion.

- Consumers' details may be displayed on the website at www.defy.co.za.
- The Promoters, their directors, members, partners, employees, agents, consultants, any other person who directly or indirectly controls or is controlled by them or any supplier of goods and services in connection with this Promotion and their spouses, life partners, parents, children, siblings, business partners or associates are not eligible to participate in or enter this Promotion.
- In the event of a dispute, the decision of the Promoters will be final and binding and no correspondence will be entered into. In this regard and for further clarity, the Promoters shall be entitled to deal with such disputes (or any failure by entrants to follow the rules) in their sole discretion, including that the Promoters shall be entitled, in addition to any other rights which the Promoters may have in terms of these rules, to immediately disqualify entrants from this Promotion. By entering the Promotion and/or accepting any Reward, the consumers, users and/or winners hereby indemnify, release and hold harmless the Promoters (including their subsidiaries, holding companies and affiliates), their directors, employees, agents, suppliers and contractors (the "Promoters parties"):
 - From and against any actions, claims and/or liability for injury, loss, damage, expense, claim or damages of any kind resulting in whole or in part, directly or indirectly, from participation in the Promotion, and/or the use, acceptance or possession of a Reward, and/or participation (or non-participation) in a Reward -related activity.
- Participants who, in the Promoters' sole determination, act unlawfully, fraudulently, in breach of these Rules or otherwise dishonestly may be disqualified from participating in the Promotion and shall not be eligible to receive any Reward.
- Additional to any other rights contained in the Promotion rules, the Promoters reserve the right to terminate the Promotion at any time with immediate effect. If this is the case, the Promoters will provide a notice on the website and it shall be the responsibility of entrants to review such website in this respect. In such event, all consumers hereby waive any rights, which they may have against any of the organiser parties and acknowledge that they will have no recourse or claim of any nature against the organiser parties.
- The Promoters are not liable for any technical failure that may result in an entry not being successfully submitted. Any Reward is accepted by a recipient at his/her own risk and the Promoters are not liable, at any time, for any defect in the Reward.
- The duration of this Promotion may also be extended or curtailed at the sole discretion of the Promoters. If this is the case, the Promoters will provide notice of this on the website.
- The Promoters will not be held liable for any harm or consequential loss as a result of use of the Reward.
- If the consumer/s fail/s to comply with any of these rules or the terms of acceptance of the Reward/s, or if the consumer/s unreasonably refuse/s to sign the entrant/s declaration and supply acceptance form, the consumer/s will be disqualified and will forfeit the Reward.
- The right of admission into the Promotion rests solely with the Promoters.

Exclusions and other important terms

- Nothing in these Terms and Conditions is intended to, or must be understood to, unlawfully restrict, limit or avoid any rights or obligations, as the case may be, created for either the Participant or the Promoters in terms of the Consumer Protection Act, 68 of 2008 ("CPA").
- By entering the Programme in accordance with its terms, Participants acknowledge that the Programme will be managed in accordance with the provisions of the CPA. Qualifying Participants undertake to expeditiously do all things necessary to enable the Promoters to comply with their obligations under the CPA including, but not limited to providing such personal information as may be required in order to facilitate handing over the reward
- These Terms and Conditions shall be governed by the laws of the Republic of South Africa.