

Promotional Offers – Terms and Conditions

HOBART Service UK

These Terms and Conditions apply to promotional offers made available by HOBART Service UK, including discounts on service contracts, Hyline chemicals and other eligible products or services.

Individual promotions may be subject to additional offer-specific terms, including the **discount amount, promotional period, eligibility requirements, exclusions, applicable products or services and any promotional code**.

1. The Promotion

Promotional offers (“Offers”) may provide customers with a **specified discount or promotional benefit** on eligible HOBART service contracts, Hyline chemicals or other qualifying products or services.

The discount amount or promotional benefit applicable to each Offer will be stated in the relevant promotional communication, website, promotional material or offer-specific terms.

Unless otherwise stated, all Offers are subject to these Terms and Conditions.

2. Promoter

The Offers are operated by **HOBART Service UK**.

3. Service Contract Offers

Where an Offer relates to a HOBART Service Contract:

- The applicable promotional discount will be stated in the relevant Offer and will apply only to **eligible new annual service contracts** specified in that Offer.
- Unless otherwise stated, the promotional discount applies to the **first year of the service contract only**.
- Where applicable, the Offer will be available **online via the HOBART Service Contract Sales Tool**.
- The promotional discount cannot be used in conjunction with any other offer, promotion or discount unless expressly stated otherwise.
- Eligibility may be subject to the type of service contract, equipment, customer, purchase channel or other criteria specified in the relevant Offer.

- If a service contract is cancelled or subsequently determined to be ineligible following review, any refund issued will reflect the **promotional price actually paid**.

Any additional or alternative service contract promotion will be subject to the specific terms stated in the relevant promotional communication.

4. Hyline Chemical Offers

Where an Offer relates to Hyline chemicals:

- The applicable promotional discount will be stated in the relevant Offer and will apply to qualifying Hyline chemicals when a valid promotional discount code is applied at checkout via **shop.hobartservice.co.uk**.
- The Offer is open to **commercial customers** purchasing Hyline chemicals through the Hyline online shop, subject to any additional eligibility requirements stated in the relevant Offer.
- Customers do **not** need to own HOBART or Ecomax branded equipment to participate, as Hyline chemicals are compatible with commercial warewashing equipment generally.
- The discount applies only to eligible products specified in the relevant Offer.

Exclusions

Unless otherwise stated, Hyline chemical discounts do not apply to:

- Bulk-buy products;
- Starter kits or starter sets;
- Bundles; or
- Products already subject to a special offer or promotion.

Additional exclusions may apply to individual Offers and will be stated in the relevant promotional terms.

5. How to Redeem an Offer

Where a promotional code is required, customers must enter the relevant valid discount code at checkout.

The applicable discount or promotional benefit will be applied to eligible items or services in accordance with the relevant Offer terms.

Discount codes:

- Cannot be applied retrospectively to orders or purchases that have already been placed;

- Must be used in accordance with any stated promotional period or expiry date; and
- May be subject to additional restrictions stated in the relevant Offer.

6. General Conditions

Unless otherwise stated:

- The applicable **discount percentage, amount or promotional benefit** will be stated in the relevant Offer.
- Offers cannot be used in conjunction with any other offer, promotion, discount or discount code.
- Discounts apply only to the eligible products or services specified in the relevant Offer.
- Discounts do not apply to delivery charges, taxes, fees or other charges unless expressly stated.
- Offers are subject to product, service and contract availability.
- Prices and availability are subject to change.
- Offers are available only during the promotional period specified in the relevant promotional communication, where applicable.
- Offers have no cash or monetary alternative and cannot be transferred or exchanged for cash.
- HOBART Service UK reserves the right to amend, suspend or withdraw an Offer, or any promotional discount code, at any time where reasonably necessary.
- HOBART Service UK reserves the right to refuse or cancel an order, purchase or service contract where an Offer has been used incorrectly, unlawfully, fraudulently or in breach of these Terms and Conditions.
- Any promotional discount is subject to the customer meeting all applicable eligibility requirements.

7. Refunds, Cancellations and Returns

Where a purchase, service contract or order to which an Offer has been applied is cancelled, refunded or otherwise reversed, the amount refunded will reflect the **actual promotional price paid**, subject to any applicable contractual or statutory rights.

Where only part of an order is cancelled or returned, any refund or adjustment will be calculated in accordance with the applicable Offer terms.

8. Changes or Withdrawal of Offers

HOBART Service UK reserves the right to change, suspend or withdraw an Offer at any time where reasonably necessary, including where an Offer

has been affected by technical issues, pricing errors, misuse or circumstances beyond the Promoter's reasonable control.

Any changes will not affect purchases or contracts already validly completed before the change or withdrawal, except where required by law or where an error or fraudulent use has occurred.

9. Limitation of Liability

HOBART Service UK accepts no liability for any loss or damage arising from participation in an Offer, except where such liability cannot lawfully be excluded or limited.

Nothing in these Terms and Conditions affects a customer's statutory rights.

10. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of **England and Wales**.

Any dispute arising in connection with an Offer shall be subject to the exclusive jurisdiction of the courts of England and Wales, unless applicable law provides otherwise.

11. Contact

For questions regarding promotional Offers, including eligibility, discount codes or service contract promotions, please contact:

HOBART Service UK

Telephone: 0844 888 7777

Website: hobartservice.co.uk

Hyline Online Shop: shop.hobartservice.co.uk

12. Offer-Specific Terms

Each promotional campaign may have its own offer-specific terms. These may include, but are not limited to:

- The applicable discount percentage or value;
- The promotional start and end dates;
- Eligible products, services or contracts;
- Customer eligibility;
- Minimum order or purchase requirements;
- Promotional codes;
- Exclusions;

- Purchase channels; and
- Any other conditions applicable to the individual Offer.

Where an individual Offer includes terms that differ from or add to these general Terms and Conditions, those specific terms will take precedence **for that Offer only**, to the extent of any inconsistency.

These Terms and Conditions are intended to remain applicable regardless of the **discount percentage or promotional value** offered under an individual campaign.

By participating in an Offer, customers are deemed to have accepted these Terms and Conditions together with any applicable offer-specific terms.