

## SPECIAL PROMOTIONS TERMS AND CONDITIONS

If and to the extent that there is any conflict between these Special Promotion Terms and Conditions any part of the Online Retail Terms and Conditions these Special Promotion Terms and Conditions shall take precedence.

### **AGA & Rayburn 20% Enhanced Cast Iron Trade-In Promotion: Spring 2025**

1. The promotion is valid from **Tuesday 1<sup>st</sup> April 2025 to Monday 30<sup>th</sup> June 2025** inclusive.
2. Any AGA or Rayburn Cooker ordered as part of this promotion must be **delivered and installed within 12 weeks of the appliance order date**.
3. The Trade In offer is available when you trade in a cast iron cooker and purchase an AGA or Rayburn cooker on a selected range of models.
4. Full payment or a minimum deposit of 10% will be required at the time of placing the order and any remaining balance MUST be paid in FULL no later than 30 days prior to the delivery date.
5. The Trade-in offer is not available in conjunction with any other offer or promotion.
6. The Trade-in offer is valid in mainland Great Britain and islands connected to the mainland by road bridges (e.g. Skye and Anglesey).
7. The traded in appliance must be the property of the customer. It is the customer's responsibility to ensure that any outstanding finance or lease agreements are settled. Any liabilities relating to such agreements remain the responsibility of the consumer in perpetuity.
8. No cash alternative is available.
9. AGA Rangemaster Ltd reserves the right to withdraw this offer at any time without notice.
10. Only one appliance can be traded in against an AGA or Rayburn Cooker order.
11. Under the terms of sale if an order is cancelled after an appliance has been removed from site then AGA Rangemaster reserve the right to charge for the safe removal and disposal of the that appliance.
12. AGA Rangemaster reserve the right to apply a restocking charge for any cancelled appliance orders.
13. Where a delivery date is confirmed and then cancelled within 2 weeks of the delivery date the Customer will be subject to a redelivery charge of £250.
14. Where a delivery date is confirmed and then cancelled within 4 working days the delivery date the Customer will be subject to a redelivery charge of £500.
15. Where there is any conflict between these terms and conditions and our standard terms and conditions, these take precedence. In all other instances, normal terms and conditions of sale apply.
16. AGA Rangemaster Ltd reserves the right to cancel an order or invoice at the normal retail price where signed terms and conditions have not been received from the customer.

### **AGA and Rayburn Cast Iron Cooker being traded in**

17. The owner's current cast-iron heat storage cooker will be removed by AGA as part of the Part Exchange offer.
18. AGA approved engineers will remove the AGA or Rayburn appliance.
19. We will always try to remove the cooker in one piece to cause the least amount of inconvenience; situations may arise where this isn't possible so the cooker may need to be dismantled.

20. The consumer is responsible for full disconnection of the old (cast-iron) trade-in appliance from fuel supply and flue, prior to collection. If the cooker being removed is Gas / Oil the consumer should arrange for their AGA or Rayburn to be disconnected from the fuel source and flue system prior to our Home Delivery team attending to undertake the removal.
21. Any appliance fitted with a water boiler will need the system drained and the pipe work disconnected and capped off prior to removal of the cooker. The primary flow will need to be capped and the primary return capped.
22. If the cooker is to be dismantled, the surrounding working area should be protected, and loose or freestanding objects removed. Depending on the age of the cooker it may be packed with a powdery substance, which will need to be removed by hand, this may cause dust or dirt.
23. Where the appliance being removed is not an AGA or Rayburn cast-iron Cooker, it must be removed prior to collection and be on a suitable hard standing surface outside with reasonable access. We reserve the right to refuse to uplift the traded in appliance if these conditions are not met.

#### **AGA Outdoor Grills Offer Spring 2025**

1. The AGA Outdoor Grill summer offer is valid from **Friday 14<sup>th</sup> March until Monday 30<sup>th</sup> June 2025** inclusive.
2. The offer includes: Save 20% on AGA by Evo Professional Series outdoor grills.
3. Delivery of AGA Outdoor Grills as part of this offer must be taken 4 weeks from order date.
4. The offer is valid in mainland Great Britain, Isle of Wight, Jersey, Guernsey and islands connected to the mainland by road bridges (e.g. Skye and Anglesey).
5. Full payment will be required at the time of placing the order.
6. No cash alternative is available.
7. AGA Rangemaster Ltd reserves the right to withdraw this offer at any time without notice.
8. AGA Rangemaster reserve the right to apply a restocking charge for any cancelled appliance orders.
9. Where a delivery date is confirmed and then cancelled within two weeks of the delivery date the Customer will be subject to a redelivery charge of £250.
10. Where a delivery date is confirmed and then cancelled within 4 days the delivery date the Customer will be subject to a redelivery charge of £500.
11. Where there is any conflict between these terms and conditions and our standard terms and conditions, these take precedence. In all other instances, normal terms and conditions of sale apply.
12. AGA Rangemaster Ltd reserves the right to cancel an order or invoice at the normal retail price where signed terms and conditions have not been received from the customer.

#### **AGA Standard Trade-In Offer 2024 / 2025**

1. The offer is valid from **Tuesday 24<sup>th</sup> December 2024 to Monday 31<sup>st</sup> March 2025** inclusive.
2. Any AGA Cooker ordered as part of this promotion must be **delivered and installed within 12 weeks of the appliance order date.**

3. The Trade In offer is available when you trade in a cooker and purchase an AGA cooker on a selected range of models.
4. Full payment or a minimum deposit of 10% will be required at the time of placing the order and any remaining balance MUST be paid in FULL no later than 30 days prior to the delivery date.
5. The Trade-in offer is not available in conjunction with any other offer or promotion.
6. The Trade-in offer is valid in mainland Great Britain and islands connected to the mainland by road bridges (e.g. Skye and Anglesey).
7. The traded in appliance must be the property of the customer. It is the customer's responsibility to ensure that any outstanding finance or lease agreements are settled. Any liabilities relating to such agreements remain the responsibility of the consumer in perpetuity.
8. No cash alternative is available.
9. AGA Rangemaster Ltd reserves the right to withdraw this offer at any time without notice.
10. Only one appliance can be traded in against an AGA Cooker order.
11. Under the terms of sale if an order is cancelled after an appliance has been removed from site then AGA Rangemaster reserve the right to charge for the safe removal and disposal of the that appliance.
12. AGA Rangemaster reserve the right to apply a restocking charge for any cancelled appliance orders.
13. Where a delivery date is confirmed and then cancelled within 2 weeks of the delivery date the Customer will be subject to a redelivery charge of £250.
14. Where a delivery date is confirmed and then cancelled within 4 working days the delivery date the Customer will be subject to a redelivery charge of £500.
15. Where there is any conflict between these terms and conditions and our standard terms and conditions, these take precedence. In all other instances, normal terms and conditions of sale apply.
16. AGA Rangemaster Ltd reserves the right to cancel an order or invoice at the normal retail price where signed terms and conditions have not been received from the customer.

#### **AGA Cast Iron Cooker being traded in**

17. The owner's current cast-iron heat storage cooker will be removed by AGA as part of the Part Exchange offer.
18. AGA approved engineers will remove the AGA appliance.
19. We will always try to remove the cooker in one piece to cause the least amount of inconvenience; situations may arise where this isn't possible so the cooker may need to be dismantled.
20. The consumer is responsible for full disconnection of the old (cast-iron) trade-in appliance from fuel supply and flue, prior to collection. If the cooker being removed is Gas / Oil the consumer should arrange for their AGA to be disconnected from the fuel source and flue system prior to our Home Delivery team attending to undertake the removal.
21. Any appliance fitted with a water boiler will need the system drained and the pipe work disconnected and capped off prior to removal of the cooker. The primary flow will need to be capped and the primary return capped.
22. If the cooker is to be dismantled, the surrounding working area should be protected, and loose or freestanding objects removed. Depending on the age of the cooker it may

be packed with a powdery substance, which will need to be removed by hand, this may cause dust or dirt.

**Other cast-iron cooker or non-cast-iron cooker being traded in**

23. Where the appliance being removed is not an AGA cast-iron Cooker, it must be removed prior to collection and be on a suitable hard standing surface outside with reasonable access. We reserve the right to refuse to uplift the traded in appliance if these conditions are not met.

**Save 10% on AGA Appliances Promotion – October 2024**

1. The 10% off AGA appliances offer is valid from **Monday 7<sup>th</sup> October until Saturday 16<sup>th</sup> November 2024** inclusive.  
The 10% offer includes: AGA cast iron cookers, AGA conventional cookers, AGA outdoor grills, AGA wine cabinets and the Rayburn Ranger® (excludes AGA hoods).  
Any AGA Appliance ordered as part of this promotion must be **delivered (and connected where applicable) by 20<sup>th</sup> December 2024** or we reserve the right to cancel the order.
2. Promotion can be used in conjunction with the 5-year warranty promotion. Customers are welcome to trade-in an existing cooker, but an additional trade-in discount will not be provided.
3. The offer is valid in mainland Great Britain, Isle of Wight, Jersey, Guernsey and islands connected to the mainland by road bridges (e.g. Skye and Anglesey).
4. **Payment:** Full payment or a minimum deposit of 10% will be required at the time of placing the order and any remaining balance **MUST** be paid in FULL no later than 14 days prior to the delivery date. If full balance is not received, we reserve the right to cancel the confirmed order and charge a restocking fee of 10% of order value.
5. No cash alternative is available.
6. AGA Rangemaster Ltd reserves the right to withdraw this offer at any time without notice.
7. AGA Rangemaster reserves the right to apply a restocking charge for any cancelled appliance orders.
8. Where a delivery date is confirmed and then cancelled within two weeks of the delivery date the Customer will be subject to a redelivery charge of £250.
9. Where a delivery date is confirmed and then cancelled within four days of the delivery date the Customer will be subject to a redelivery charge of £500.
10. On the day of delivery our team will deliver your appliance to the agreed location and make the necessary connections to your power supply if available. If we cannot deliver to the agreed location due to the site not being ready we can deliver to a location of your choosing at the specified delivery address and return to move the appliance at a future agreed date. The charge for this return visit to move the appliance to the agreed location will be £350.
11. We strongly advise any customer not to move their appliance within their property and accept no liability for any damage that may be caused. Moving your appliance within your property will void the warranty.

12. If on the day of delivery your appliance is able to be located in the agreed location but the relevant power is not available to make final connections this can be completed by any suitably qualified person. Our delivery team can provide a guide on how to complete this. Should you require us to return to complete any connections we will make a charge of £350 to complete this.
13. Where there is any conflict between these terms and conditions and our standard terms and conditions, these take precedence. In all other instances, normal terms and conditions of sale apply.
14. AGA Rangemaster Ltd reserves the right to cancel an order or invoice at the normal retail price where signed terms and conditions have not been received from the customer.

### **5-Year Parts and Labour Warranty on AGA Range Cookers – August 2024**

1. To claim your 5-year parts and labour warranty you must have purchased a new AGA range cooker between **26th August 2024 to 24th November 2024**. Promotion includes new AGA cast-iron range cookers, AGA ERA, AGA Masterchef Deluxe and AGA Rayburn Ranger range cookers.
2. Any AGA Cooker ordered as part of this promotion must be **delivered and installed within 12 weeks of the appliance order date and no later than 28th February 2025**.
3. Full payment or a minimum deposit of 10% will be required at the time of placing the order and any remaining balance MUST be paid in FULL no later than 14 days prior to the delivery date.
4. The promotion may be used in conjunction with the AGA Standard Trade in Offer but is not valid in conjunction with any other offer or promotion.
5. This offer is valid in mainland Great Britain and islands connected to the mainland by road bridges (e.g. Skye and Anglesey)
6. The promotion is limited to one claim per AGA range cooker and one claim per household.
7. Claims must be made by completing the redemption form online at [www.agaliving.com](http://www.agaliving.com) with proof of purchase detailing product purchased, proof of delivery, date of purchase, serial number of the AGA range cooker purchased and the retailer the product was purchased from.
8. For incomplete claims customers will be notified by email and must submit the missing information within seven days. Thereafter the claim will be deemed invalid.
9. To claim your 5-year Parts and Labour Warranty the claims must be made within 28 days of delivery. The last date for making a claim will be **28th March 2025**.
10. Claims must not be made by Retailers on behalf of the consumer.
11. Once a claim has been submitted, please allow 28 days for verification..
12. Excludes employees of AGA Rangemaster Ltd, their families, agents or anyone else professionally associated with this offer.
13. This offer is made subject to availability.
14. AGA Rangemaster Ltd reserves the right to withdraw this promotion at any time and/or to unilaterally change the terms and conditions without incurring any liability.
15. AGA Rangemaster reserve the right to apply a restocking charge for any cancelled appliance orders.
16. Where a delivery date is confirmed and then cancelled within 5 working days of the delivery date the Customer will be subject to a redelivery charge of £250.
17. Where a delivery date is confirmed and then cancelled within 2 working days of the delivery date the Customer will be subject to a redelivery charge of £450.
18. Where there is any conflict between these terms and conditions and our standard terms and conditions, these take precedence. In all other instances, normal terms and conditions of sale apply.
19. AGA Rangemaster Ltd does not accept any responsibility for misdirected, delayed or lost claims, incomplete or illegible claim forms or claims damaged in the post. Claims by fax or telephone will not be accepted. Only claims made online at [www.agaliving.com](http://www.agaliving.com) or by post to AGA 5-Year Warranty Promotion, AGA Rangemaster Ltd, Station Road, Ketley, Telford,

Shropshire, TF1 5AQ, will be eligible. Incomplete or altered claim forms will be deemed void, as will claim forms not completed in accordance with these terms and conditions.  
The Promoter is AGA Rangemaster Ltd, Meadow Lane, Long Eaton, Nottingham, NG10 2GD.  
Registered in England & Wales under registered number 3872754.

### **Rayburn £1,000 Trade-in Promotion – August 2024**

1. The offer comprises of a £1,000 saving on selected Rayburn appliances when trading-in a cast iron cooker from **19<sup>th</sup> August 2024** to **8<sup>th</sup> September 2024**.
2. Promotion applies to Rayburn Heatranger, 480AG, 480AL and 680KCD only.
3. Full payment or a minimum deposit of 5% will be required at the time of placing the order and any remaining balance **MUST** be paid in **FULL** no later than 14 days prior to the delivery date.
4. Any cooker ordered as part of this promotion must be delivered **by 30th November 2024**.
5. AGA Rangemaster reserve the right to apply a restocking charge for any cancelled appliance orders
6. This offer is valid in participating outlets only, and within the UK mainland and Islands connected with road bridges
7. Not to be used in conjunction with any other offer.
8. This offer is non-transferable
9. No cash alternative
10. Where a delivery date is confirmed and then cancelled within 5 working days of the delivery date the Customer will be subject to a redelivery charge of £250.
11. Where a delivery date is confirmed and then cancelled within 2 working days the delivery date the Customer will be subject to a redelivery charge of £450.
12. Where there is any conflict between these terms and conditions and our standard terms and conditions, these take precedence. In all other instances, normal terms and conditions of sale apply.
13. AGA Rangemaster Ltd reserves the right to cancel an order or invoice at the normal retail price where signed terms and conditions have not been received from the customer.
14. AGA Rangemaster Ltd reserves the right to make alterations or withdraw the offer at any time without prior notice

### **Cast Iron Cooker being traded-in**

15. The owner's current cast-iron heat storage cooker will be collected by AGA Rayburn as part of the part exchange offer.
16. The consumer is responsible for full disconnection of the old (cast-iron) trade-in appliance and removal to an accessible position outside the premises. We reserve the right to refuse to uplift the traded in appliance if these conditions are not met.

### **5 Year Warranty on AGA Mercury – August 2024**

1. To claim your 5-year warranty (**3 year standard warranty + an additional 2 year parts**

- and labour warranty)** you must have purchased an AGA Mercury range cooker between **5<sup>th</sup> August 2024 to 22<sup>nd</sup> September** and delivered by **30<sup>th</sup> November 2024**.
2. The promotion is not valid in conjunction with any other offer or promotion.
  3. The promotion is limited to one claim per AGA Mercury range cooker and one claim per household.
  4. Claims must be made by completing the redemption form online at [www.agaliving.com](http://www.agaliving.com) with proof of purchase detailing product purchased, proof of delivery, date of purchase, serial number of the AGA Mercury purchased and the retailer the product was purchased from.
  5. For incomplete claims customers will be notified by email and must submit the missing information within seven days. Thereafter the claim will be deemed invalid.
  6. To claim your 5-year Warranty the claims must be made within 28 days of delivery. The last date for making a claim will be **28<sup>th</sup> December 2024**
  7. Claims must not be made by Retailers on behalf of the consumer.
  8. Once a claim has been submitted, please allow 28 days for verification.
  9. This offer is only open to residents of the United Kingdom, including Northern Ireland, Jersey and Guernsey, aged 18 years or over.
  10. Excludes employees of AGA Rangemaster Ltd, their families, agents or anyone else professionally associated with this offer.
  11. This offer is made subject to availability.
  12. AGA Rangemaster Ltd reserves the right to withdraw this promotion at any time and/or to unilaterally change the terms and conditions without incurring any liability.
  13. AGA Rangemaster Ltd does not accept any responsibility for misdirected, delayed or lost claims, incomplete or illegible claim forms or claims damaged in the post. Claims by fax or telephone will not be accepted. Only claims made online at [www.agaliving.com](http://www.agaliving.com) or by post to AGA Mercury 5-Year Warranty Promotion, AGA Rangemaster Ltd, Station Road, Ketley, Telford, Shropshire, TF1 5AQ, will be eligible. Incomplete or altered claim forms will be deemed void, as will claim forms not completed in accordance with these terms and conditions.
  14. The Promoter is AGA Rangemaster Ltd, Meadow Lane, Long Eaton, Nottingham, NG10 2GD. Registered in England & Wales under registered number 3872754.

#### **Save 10% on AGA Cast Iron Cookers and Masterchef Deluxe Promotion – July 2024**

24. The 10% off AGA cast iron cookers and Masterchef Deluxe offer is valid from **Friday 5<sup>th</sup> July until Saturday 17<sup>th</sup> August** inclusive.  
The 10% offer includes: AGA cast iron cookers and Masterchef Deluxe (excludes Rayburn, ERA, e7i and other conventional cookers).  
Any AGA Appliance ordered as part of this promotion must be **delivered (and connected where applicable) no later than 12 weeks of order date or we reserve the right to cancel the order.**
25. Not valid in conjunction with any other offer.
26. The offer is valid in mainland Great Britain, Isle of Wight, Jersey, Guernsey and islands connected to the mainland by road bridges (e.g. Skye and Anglesey).
27. **Payment:** Full payment or a minimum deposit of 10% will be required at the time of placing the order and any remaining balance **MUST** be paid in **FULL** no later than 14 days

prior to the delivery date. If full balance is not received, we reserve the right to cancel the confirmed order and charge a restocking fee of 10% of order value.

28. No cash alternative is available.
29. AGA Rangemaster Ltd reserves the right to withdraw this offer at any time without notice.
30. AGA Rangemaster reserves the right to apply a restocking charge for any cancelled appliance orders.
31. Where a delivery date is confirmed and then cancelled within two weeks of the delivery date the Customer will be subject to a redelivery charge of £250.
32. Where a delivery date is confirmed and then cancelled within four days of the delivery date the Customer will be subject to a redelivery charge of £500.
33. On the day of delivery our team will deliver your appliance to the agreed location and make the necessary connections to your power supply if available. If we cannot deliver to the agreed location due to the site not being ready we can deliver to a location of your choosing at the specified delivery address and return to move the appliance at a future agreed date. The charge for this return visit to move the appliance to the agreed location will be £350.
34. We strongly advise any customer not to move their appliance within their property and accept no liability for any damage that may be caused. Moving your appliance within your property will void the warranty.
35. If on the day of delivery your appliance is able to be located in the agreed location but the relevant power is not available to make final connections this can be completed by any suitably qualified person. Our delivery team can provide a guide on how to complete this. Should you require us to return to complete any connections we will make a charge of £350 to complete this.
36. Where there is any conflict between these terms and conditions and our standard terms and conditions, these take precedence. In all other instances, normal terms and conditions of sale apply.
37. AGA Rangemaster Ltd reserves the right to cancel an order or invoice at the normal retail price where signed terms and conditions have not been received from the customer.

#### **AGA Wine Cooler Promotion July 2024**

1. The AGA wine cooler offer is valid from **Friday 5<sup>th</sup> July until Saturday 17<sup>th</sup> August 2024** inclusive.
2. The offer includes: 10% off AGA 60cm undercounter wine cabinets.
3. Delivery of AGA wine cabinets ordered as part of this offer must be taken 6 weeks from order date.
4. Full payment or a minimum deposit of 5% will be required at the time of placing the order and any remaining balance **MUST** be paid in FULL no later than 14 days prior to the delivery date.
5. No cash alternative is available.
6. AGA Rangemaster Ltd reserves the right to withdraw this offer at any time without notice.
7. AGA Rangemaster reserve the right to apply a restocking charge for any cancelled appliance orders.
8. Where a delivery date is confirmed and then cancelled within 2 weeks of the delivery date the Customer will be subject to a redelivery charge of £250.

9. Where a delivery date is confirmed and then cancelled within 4 days the delivery date the Customer will be subject to a redelivery charge of £500.
10. Where there is any conflict between these terms and conditions and our standard terms and conditions, these take precedence. In all other instances, normal terms and conditions of sale apply.
11. AGA Rangemaster Ltd reserves the right to cancel an order or invoice at the normal retail price where signed terms and conditions have not been received from the customer.

#### **AGA Outdoor Grills Offer Summer 2024**

1. The AGA Outdoor Grill summer offer is valid from **Friday 5<sup>th</sup> July until Saturday 17<sup>th</sup> August 2024** inclusive.
2. The offer includes: Save 20% on AGA by Evo Professional Series outdoor grills.
3. Delivery of AGA Outdoor Grills as part of this offer must be taken 4 weeks from order date.
4. The offer is valid in mainland Great Britain, Isle of Wight, Jersey, Guernsey and islands connected to the mainland by road bridges (e.g. Skye and Anglesey).
5. Full payment will be required at the time of placing the order.
6. No cash alternative is available.
7. AGA Rangemaster Ltd reserves the right to withdraw this offer at any time without notice.
8. AGA Rangemaster reserve the right to apply a restocking charge for any cancelled appliance orders.
9. Where a delivery date is confirmed and then cancelled within two weeks of the delivery date the Customer will be subject to a redelivery charge of £250.
10. Where a delivery date is confirmed and then cancelled within 4 days the delivery date the Customer will be subject to a redelivery charge of £500.
11. Where there is any conflict between these terms and conditions and our standard terms and conditions, these take precedence. In all other instances, normal terms and conditions of sale apply.
12. AGA Rangemaster Ltd reserves the right to cancel an order or invoice at the normal retail price where signed terms and conditions have not been received from the customer.

#### **AGA Standard Trade-In Offer 2024 – April 2024**

1. The offer is valid from **Tuesday 2nd January 2024 to Monday 23<sup>rd</sup> December 2024** inclusive.
2. Any AGA Cooker ordered as part of this promotion must be **delivered and installed within 12 weeks of the appliance order date.**
3. The Trade In offer is available when you trade in a cooker and purchase an AGA cooker on a selected range of models.
4. Full payment or a minimum deposit of 10% will be required at the time of placing the order and any remaining balance MUST be paid in FULL no later than 14 days prior to the delivery date.
5. The Trade-in offer is not available in conjunction with any other offer or promotion.
6. The Trade-in offer is valid in mainland Great Britain and islands connected to the mainland by road bridges (e.g. Skye and Anglesey).

7. The traded in appliance must be the property of the customer. It is the customer's responsibility to ensure that any outstanding finance or lease agreements are settled. Any liabilities relating to such agreements remain the responsibility of the consumer in perpetuity.
8. No cash alternative is available.
9. AGA Rangemaster Ltd reserves the right to withdraw this offer at any time without notice.
10. Only one appliance can be traded in against an AGA Cooker order.
11. Under the terms of sale if an order is cancelled after an appliance has been removed from site then AGA Rangemaster reserve the right to charge for the safe removal and disposal of the that appliance.
12. AGA Rangemaster reserve the right to apply a restocking charge for any cancelled appliance orders.
13. Where a delivery date is confirmed and then cancelled within 5 working days of the delivery date the Customer will be subject to a redelivery charge of £250.
14. Where a delivery date is confirmed and then cancelled within 2 working days the delivery date the Customer will be subject to a redelivery charge of £450.
15. Where there is any conflict between these terms and conditions and our standard terms and conditions, these take precedence. In all other instances, normal terms and conditions of sale apply.
16. AGA Rangemaster Ltd reserves the right to cancel an order or invoice at the normal retail price where signed terms and conditions have not been received from the customer.

#### **AGA Cast Iron Cooker being traded in**

17. The owner's current cast-iron heat storage cooker will be removed by AGA as part of the Part Exchange offer.
18. AGA approved engineers will remove the AGA appliance.
19. We will always try to remove the cooker in one piece to cause the least amount of inconvenience; situations may arise where this isn't possible so the cooker may need to be dismantled.
20. The consumer is responsible for full disconnection of the old (cast-iron) trade-in appliance from fuel supply and flue, prior to collection. If the cooker being removed is Gas / Oil the consumer should arrange for their AGA to be disconnected from the fuel source and flue system prior to our Home Delivery team attending to undertake the removal.
21. Any appliance fitted with a water boiler will need the system drained and the pipe work disconnected and capped off prior to removal of the cooker. The primary flow will need to be capped and the primary return capped.
22. If the cooker is to be dismantled, the surrounding working area should be protected, and loose or freestanding objects removed. Depending on the age of the cooker it may be packed with a powdery substance, which will need to be removed by hand, this may cause dust or dirt.

#### **Other cast-iron cooker or non-cast-iron cooker being traded in**

23. Where the appliance being removed is not an AGA cast-iron Cooker, it must be removed prior to collection and be on a suitable hard standing surface outside with reasonable access. We reserve the right to refuse to uplift the traded in appliance if these conditions are not met.