

## 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.

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

1. 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, eR7i 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.**
2. Not valid in conjunction with any other offer.
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.

#### **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 Outdoor Grills 20% Offer Spring 2024**

1. The Spring Offers are valid from **Monday 11<sup>th</sup> March until Friday 3<sup>rd</sup> May 2024** inclusive.
2. The offer includes: 20% off 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. Full payment will be required at the time of placing the order.
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 5 working days 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 2 working days of the delivery date the Customer will be subject to a redelivery charge of £450.
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.

#### **Rayburn Heatranger Save £1,000 + Free Delivery Promotion - Spring 2024**

1. Promotion does not apply to existing purchases or any orders already placed
2. Offer valid 3<sup>rd</sup> February – 2<sup>nd</sup> March 2024
3. Any cooker ordered as part of this promotion must be delivered and installed 8 weeks from order date, by 29<sup>th</sup> April 2024 latest.
4. This offer is valid in the UK mainland and Islands connected with road bridge
5. Available in participating outlets only
6. Normal terms & conditions of sale apply
7. Not to be used in conjunction with any other offer
8. This offer is non-transferable
9. No cash alternative
10. AGA Rangemaster Ltd reserves the right to make alterations or withdraw the offer at any time without prior notice
11. AGA Rangemaster reserve the right to apply a restocking charge for any cancelled appliance orders
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

### **AGA ERA Free Cookware Pack Promotion 2024**

1. Promotion does not apply to existing purchases or any orders already placed
2. Offer valid **Saturday 27<sup>th</sup> January – Saturday 6<sup>th</sup> April 2024** and **Saturday 4<sup>th</sup> May – Saturday 8<sup>th</sup> June 2024**
3. Any cooker ordered as part of this promotion must be delivered and installed **within eight weeks of the order date**
4. Free cookware set will be dispatched once the final balance has been paid and the cooker is installed
5. This offer is valid in the UK mainland and Islands connected with road bridge
6. Available in participating outlets only
7. Normal terms & conditions of sale apply
8. Not to be used in conjunction with any other offer
9. This offer is non-transferable
10. No cash alternative
11. AGA Rangemaster Ltd reserves the right to make alterations or withdraw the offer at any time without prior notice
12. AGA Rangemaster reserve the right to apply a restocking charge for any cancelled appliance orders
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

### **AGA Enhanced Trade-In Offer 2024**

1. The 10% cast iron trade-in and 5% non cast-iron trade-in offer is valid from **Saturday 27<sup>th</sup> January 2024 to Saturday 6<sup>th</sup> April 2024** and **Saturday 4<sup>th</sup> May – Saturday 8<sup>th</sup> June 2024** inclusive
2. Any AGA Cooker ordered as part of this promotion must be **delivered and installed within 8 weeks of the appliance order date.**
3. The Enhanced 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 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. The Enhanced Trade-in offer is not available in conjunction with any other offer or promotion.
6. The Enhanced Trade-in offer is valid in mainland United Kingdom 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.

#### **Rayburn Ranger® Free Cookware Pack & Free Delivery Promotion – January / February 2024**

1. Promotion does not apply to existing purchases or any orders already placed
2. Offer valid 20<sup>th</sup> January – 17<sup>th</sup> February 2024

3. Any cooker ordered as part of this promotion must be delivered and installed by 29<sup>th</sup> March 2024
4. Free cookware set will be dispatched once the final balance has been paid and the cooker is installed
5. This offer is valid in the UK mainland and Islands connected with road bridge
6. Available in participating outlets only
7. Normal terms & conditions of sale apply
8. Not to be used in conjunction with any other offer
9. This offer is non-transferable
10. No cash alternative
11. AGA Rangemaster Ltd reserves the right to make alterations or withdraw the offer at any time without prior notice
12. AGA Rangemaster reserve the right to apply a restocking charge for any cancelled appliance orders
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

#### **AGA Standard Trade-In Offer Spring 2024**

1. The offer is valid from **Tuesday 2nd January 2024** to **Sunday 31<sup>st</sup> March 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 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. 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.

#### **Save 10% on AGA 7 Series Cookers Promotion – Winter 2023**

1. The 10% off AGA 7 Series cookers offer is valid from **Friday 10<sup>th</sup> November – Saturday 2<sup>nd</sup> December** inclusive.
2. The 10% offer includes: eR7 cookers and R7 cookers only.
3. Any AGA Appliance ordered as part of this promotion must be delivered (and connected where applicable) no later than **Saturday 16<sup>th</sup> March 2024** or we reserve the right to cancel the order.
4. 10% off AGA 7 Series promotion is not valid in conjunction with any other offer.
5. 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).
6. **Payment:** a) Range cookers - 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. b) All other appliances - full payment will be required at the time of placing the order.
7. No cash alternative is available.
  8. AGA Rangemaster Ltd reserves the right to withdraw this offer at any time without notice.
  9. AGA Rangemaster reserves the right to apply a restocking charge for any cancelled appliance orders.
  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 of 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.

### **AGA 3 Series £400 Cookware Pack Offer – Winter 2023**

1. The AGA 3 Series promotion is valid from **Friday 10<sup>th</sup> November until Saturday 2<sup>nd</sup> December 2023** inclusive.
2. The offer comprises a FREE cookware pack worth over £400 when purchasing any AGA 3 Series cooker including the AGA 60.
3. Delivery of a qualifying cooker must be taken **must be taken by Saturday 16<sup>th</sup> March 2024 or we reserve the right to cancel the order.**
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. This offer is valid with our Standard Trade-in offer but no other offers.
6. No cash alternative is available.
7. The offer is available in mainland Great Britain, Isle of Wight, Jersey, Guernsey and islands connected to the mainland by road bridges (e.g. Skye and Anglesey).
8. AGA Rangemaster Ltd reserves the right to withdraw this offer at any time without notice.
9. AGA Rangemaster reserves the right to apply a restocking charge for any cancelled appliance orders.
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 of 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.

### **Save 10% on AGA Masterchef Cookers Promotion – Winter 2023**



1. The 10% off AGA Masterchef cookers offer is valid from **Friday 10<sup>th</sup> November – Saturday 2<sup>nd</sup> December 2023** inclusive.
  - a. The 10% offer includes: Masterchef Deluxe 90 and 110 cookers.
  - b. Any AGA appliance ordered as part of this promotion must be **delivered (and connected where applicable) no later than Saturday 16<sup>th</sup> March 2024 or we reserve the right to cancel the order.**
2. 10% off AGA Masterchef promotion is not valid in conjunction with any other offer.
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:** a) Range cookers - 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. b) All other appliances - full payment will be required at the time of placing the order.
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 5 working days 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 2 working days the delivery date the Customer will be subject to a redelivery charge of £450.
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.