NEFF Cashback Promotion
Terms and Conditions - Consumer
28.08.2026 – 30.11.2026

The Promotion is the offer by the Promoter of up to £1100 Cashback ("the Gift") to purchasers if they purchase qualifying NEFF built-in kitchen appliances. Only selected NEFF appliance models qualify for this promotion. A full list of Qualifying Products is available at https://mykitchen-rewards.co.uk/NEFF/Terms/FAQs ("the Cashback Website") and should be checked before purchase.

Qualifying Products means the NEFF appliance models listed on the Cashback Website, together with the products set out in Table A of these Terms and Conditions.

1. These appliances must be purchased as part of an overall kitchen purchase from participating retailers including the kitchen furniture (with a minimum of 5 cabinets). For the avoidance of doubt, with the exception of the appliances listed below in Table A, all appliances must be NEFF and must be fully installed to be able to complete the claim.

   £250 cashback will be offered with a purchase of 3 qualifying NEFF built-in kitchen appliances
   £400 cashback will be offered with a purchase of 4 qualifying NEFF built-in kitchen appliances
   £550 cashback will be offered with a purchase of 5 qualifying NEFF built-in kitchen appliances
   £750 cashback will be offered with a purchase of 6 qualifying NEFF built-in kitchen appliances
   £1,100 cashback will be offered with a purchase of 7 qualifying NEFF built-in kitchen appliances

   Plus, an additional £600 cashback will be awarded for the purchase of a Qualifying Product that is a NEFF Venting Hob or Glass Draft Hood.
   Plus, an additional £250 cashback will be awarded for the purchase of a Qualifying Product that is a NEFF XL or XXL Fridge Freezer.

2. To qualify as a kitchen purchase for this cashback Promotion, a minimum of five kitchen cabinets must be included within the purchase.

3. The kitchen furniture and appliances must be purchased from the same retailer as part of a kitchen design (participating retailers only).

4. This Promotion applies to purchases between 28th August 2026 and 30th November 2026 and for which the Promoter has received a completed and valid claim before midnight on 31st May 2027. A copy of the original purchase receipts must be provided as part of the claim process and include proof of payment, containing proof of the original deposit payment made within the promotional period plus proof of payment in full or proof of a finance agreement in place. Acceptable documentation includes deposit payment receipts, contract or schedule which confirms all of the qualifying criteria has been met. For avoidance of doubt, order confirmation summaries and delivery receipts will not be accepted as proof of purchase.

5. Delivery of certain NEFF Qualifying Products may take longer than usual. Cashback claims may only be submitted following delivery of the Qualifying Products and satisfaction of all eligibility requirements. Where delivery is delayed, the submission, validation and payment of cashback may also be delayed accordingly.

6. The promoter will accept no responsibility for delayed projects or installations, all claims must be made by 31st May 2027 and no claims can be submitted thereafter.

7. This is a consumer only Promotion. For the avoidance of doubt, retailers will not be able to claim the Gift on behalf of the consumer.

8. The Gift will be in the form of BACS Transfer.

9. To qualify for Cashback, a minimum of THREE Qualifying Products must be purchased, each of which must fall within one of the following categories: single ovens, hobs, cooker hoods, dishwashers, laundry or refrigeration, or be an additional product listed in Table A. All Qualifying Products must be purchased as part of an overall kitchen purchase from the same participating retailer from which the kitchen furniture is purchased. Freestanding appliances, double ovens and accessories, including warming drawers, are excluded unless expressly identified as Qualifying Products. A full list of Qualifying Products is available on the Cashback Website at NEFF My Kitchen Rewards and should be checked before purchase.

10. If a Qualifying Product that is a NEFF Venting Hob or Glass Draft Hood is purchased then an additional £600 will be awarded. The total cashback value that can be awarded for SEVEN qualifying NEFF appliances including a NEFF Venting Hob or Glass Draft Hood is £1,700.

11. If a Qualifying Product that is a NEFF XL or XXL Fridge Freezer is purchased then an additional £250 will be awarded. The total cashback value that can be awarded for SEVEN qualifying NEFF appliances including a NEFF XL or XXL Fridge Freezer is £1,350.

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12. If both a NEFF Venting Hob or Glass Draft Hood and a NEFF XL or XXL Fridge Freezer, each being a Qualifying Product, are purchased as TWO of the Qualifying Products*, an additional £850 cashback will be awarded. The total cashback value that can be awarded for SEVEN qualifying NEFF appliances, including a NEFF Venting Hob or Glass Draft Hood and a NEFF XL or XXL Fridge Freezer is £1,950.

13. If multiple NEFF Venting Hobs or Glass Draft Hoods and/or NEFF XL or XXL Fridge Freezers, each being a Qualifying Product, are purchased as two or more of the Qualifying Products, £600 cashback will be awarded for each qualifying NEFF Venting Hob or Glass Draft Hood and £250 cashback will be awarded for each qualifying NEFF XL or XXL Fridge Freezer.*

14. Purchases of ex-display, graded, seconds, replacements and imperfect products and trade/contract sales are excluded from the Promotion.

15. Each consumer is permitted to submit a single claim, which must pertain to one household only. No consumer shall be entitled to submit more than one claim in total. Claims that fail to comply with this condition shall be deemed invalid and may not be processed. Please note that employees and relatives of the Promotor, participating retailers or traders are prohibited from participating in this promotion. Traders and participating retailers themselves are also prohibited from participating in this promotion.

16. Claimants cannot claim in conjunction with another offer.

17. How to Claim

    a. In order to claim the Gift, Claimants must fully complete the online claim form at https://mykitchen-rewards.co.uk/NEFF including the E-nr and FD numbers of each appliance, a photograph of the Qualifying Products in situ, the original receipt showing date of purchase, which also itemizes the appliances and furniture purchased and includes the original deposit payment, proof of payment in full or proof of a finance agreement in place.
    b. For the avoidance of doubt, all appliances must be installed within the kitchen to be able to acquire E-nr and FD numbers and provide a photograph of the appliances in situ. Where unable to access the E-nr and FD numbers on hobs or cooker hoods only, photographs in situ will be accepted.
    c. The evidence of purchase must include the same name as that of the Claimant. No payments will be made where the Claimant's name does not match the name on the evidence document.
    d. The evidence of purchase must be from a participating retailer.
    e. Claims must be received by the promoter no later than midnight on the 31st May 2027 and the Promotor will not accept any claims received subsequently.

f. Claimants can view the full list of eligible retailers at https://mykitchen-rewards.co.uk/NEFF/Terms/FAQs
g. Cashback claims may only be submitted following delivery of the Qualifying Products and satisfaction of all eligibility requirements. Where delivery is delayed, the submission, validation and payment of cashback may also be delayed accordingly.

18. The Claimant will provide the correct bank account details, and the bank account must be in the same name as the Claimant. No payments will be made to a bank account where the Claimant's full name does not match the bank account name. In the event that payment is made to an incorrect bank account due to the Claimants submission of incorrect bank account details, the Promotor shall have no responsibility, and these funds will not be retrieved.

19. The Promoter reserves the right to investigate and undertake all such action, as is reasonable, to protect itself against fraudulent or invalid claims including, without limitation, to require Claimants to provide further verification as to proof of purchase. In addition, the Promoter reserves the right to reject those claims which are, in their sole opinion, fraudulent or invalid.

20. Claimants should allow up to 28 days for confirmation of claim approval from the date of the Promoter's receipt of the Claim Form and copy of the purchase receipt. Claimants should allow 28 days for the release of the Bank Transfer funds, from the date of the Promoter's confirmation of claim approval.

21. All claim forms and copy purchase receipts, once received by the Promoter, will become its property and will not be returned to Claimants.

22. By submitting a claim, Claimants agree to be bound by these terms and conditions.

23. In the unlikely event that a Claimant is unhappy with their NEFF appliance and wishes to return it for a full refund, such refund is conditional upon the return of the Gift i.e. the cashback.

24. The Promoter reserves the right to withdraw, extend or amend the terms of this Promotion at any time due to circumstances beyond its control.

25. In the event that you do not have access to the internet or are unable to claim online, please telephone the helpline on 01908 214968 (calls will be charged at the standard rate). The advisor will be able to provide you with a list of Qualifying Products and/or complete your redemption over the telephone, however, you will need to post your purchase receipt to validate the claim to My NEFF Rewards, BI Worldwide Limited, 1 Vantage Court, Newport Pagnell, Bucks, MK16 9EZ. Claims will only be paid upon receipt of a valid purchase receipt. Please note, receipts will not be returned so please ensure you keep a copy. A copy of the original purchase receipts must be provided. For avoidance of doubt, order confirmations and delivery receipts will not be accepted.

26. The Promotion is open to residents of the United Kingdom, Channel Islands and the Isle of Man only, excluding employees of the Promoter.

27. The Promotion shall be governed by the laws of England and Wales.

28. The Promoter is NEFF Home Appliances, a division of BSH Home Appliances Limited, a company registered in England and Wales under company registration no. 01844007, whose registered office is at Grand Union House, Old Wolverton Road, Wolverton, Milton Keynes, Buckinghamshire, MK12 5PT, UK.

29. This Promotion is carried out and facilitated by BI Worldwide Limited on behalf of the Promoter. A copy of their privacy policy can be found at; https://www.biworldwide.com/uk/privacy/

30. The Data Controller and Data Processor (as defined in the UK General Data Protection Regulations) is Bosch, a division of BSH Home Appliances Limited, a company registered in England and Wales under company registration no. 01844007, whose registered office is at Grand Union House, Old Wolverton Road, Wolverton, Milton Keynes, Buckinghamshire, MK12 5PT, UK.

TABLE A* – Other inclusions

Brand	Category	Sub Category	Series	Model
Bosch	Floorcare	Built-in robot vacuum cleaner		BCRI3BX1
Siemens	Coffee Machine	Freestanding Coffee machine	EQ900	TQ927GZ3

*For the purpose of calculating the number of Qualifying Products purchased, each product listed in Table A will count as one qualifying appliance.