



COLE ROBERTS AUTUMN HOME EVENT

TERMS & CONDITIONS

Promotional period: 12 September 2026 – 14 November 2026

These Terms & Conditions apply to the Cole Roberts Autumn Home Event. By placing a qualifying order during the promotional period, customers agree to the following terms.

1. GENERAL TERMS

- 1.1. The Cole Roberts Autumn Home Event runs from **12 September 2026 to 14 November 2026**, inclusive.
- 1.2. To qualify for the Autumn Home Event, a qualifying order must be placed within the promotional period and be accompanied by a **minimum 25% deposit** at the time of order.
- 1.3. Promotional benefits are available only on qualifying products, specifications and orders and are subject to availability.
- 1.4. Promotional benefits are subject to the individual terms and conditions applicable to each offer and, where relevant, the manufacturer's promotional terms.
- 1.5. Unless expressly stated otherwise, promotional offers cannot be used in conjunction with any other offer, discount or promotion.
- 1.6. Promotional benefits have no cash value, are non-transferable and cannot be exchanged for cash or an alternative benefit unless agreed in writing by Cole Roberts Ltd.
- 1.7. All prices, specifications and promotional benefits are subject to confirmation at the quotation and order stage.
- 1.8. Standard Cole Roberts Ltd Terms of Sale continue to apply to all orders.
- 1.9. Cole Roberts Ltd reserves the right to amend, withdraw, replace or remove any promotional offer at any time, without prior notice.
- 1.10. Where an offer is provided by or subject to a manufacturer's promotion, the manufacturer's terms, qualifying products, promotional dates and claim requirements will apply.
- 1.11. In the event of any discrepancy or error in promotional material, Cole Roberts Ltd reserves the right to correct the error and confirm the applicable offer at the point of quotation or order.

2. KITCHENS

2.1. Häcker Clever & Clean

Qualifying complete kitchen orders may receive **up to £1,500 worth of Häcker Clever & Clean internal storage solutions**, subject to the value, specification and configuration of the kitchen ordered.

The promotional benefit is subject to product availability and the applicable Häcker product range.

2.2. Miele 6 for 4 Promotion

The Miele 6 for 4 promotion is subject to Miele's applicable promotional terms and qualifying products.

To qualify, customers must purchase **six qualifying Miele appliances from the same brand and within the same order**.

The **two lowest-priced qualifying appliances will be provided free of charge**.

The Miele promotion is subject to qualifying appliance models, availability and Miele's own promotional period and terms.

2.3. Siemens, Bosch & NEFF Collection

Qualifying customers may be eligible for **cashback on selected Siemens, Bosch and/or NEFF Collection appliances**, exclusively through Cole Roberts.

Cashback is subject to the relevant manufacturer's qualifying products, promotional period, purchase requirements, registration and/or claim deadlines and all applicable manufacturer terms.

Customers are responsible for completing any required manufacturer registration or cashback claim within the applicable deadline.

3. BATHROOMS

3.1. Luxury Accessories

Qualifying complete bathroom orders may receive **up to £750 worth of luxury bathroom accessories**, subject to the value and specification of the bathroom ordered.

3.2. Qualifying Bathroom Order

To qualify for the Bathroom promotional benefits, the bathroom design and order must include all of the following:

- WC
- Basin furniture
- Bath or shower enclosure
- Brassware
- Accessories

- Tiles or wall coverings

All qualifying elements must form part of the same bathroom design/order.

3.3. Underfloor Heating or Towel Warmer

Customers may choose one of the following benefits:

- **50% off underfloor heating**, excluding the thermostat; **or**
- **A complimentary stainless steel towel warmer.**

The two benefits cannot be combined unless expressly agreed by Cole Roberts Ltd.

Underfloor heating and towel warmer offers are subject to product availability and applicable product specifications.

Installation is not included unless specifically stated in the quotation or order.

4. BEDROOMS

Qualifying complete bedroom orders may receive **up to £500 worth of luxury internal accessories**, subject to the value and specification of the bedroom ordered.

The offer is subject to product availability and the applicable product range.

5. 0% FINANCE

0% finance may be available on qualifying Kitchen, Bathroom and Bedroom projects during the Autumn Home Event.

Finance is subject to:

- status and eligibility;
- lender approval;
- applicable credit checks;
- minimum and maximum order or finance values;
- deposit requirements;
- the finance provider's terms and conditions; and
- any applicable promotional finance period.

Finance approval is not guaranteed.

The availability of 0% finance does not mean that every customer or every order will qualify.

Any finance agreement will be subject to the full terms and conditions of the relevant finance provider. Where required, representative examples and finance information will be provided in accordance with applicable financial promotion requirements.

Unless expressly confirmed in writing, **installation and associated services are not automatically included within the financed amount.**

6. CHRISTMAS INSTALLATION

The Autumn Home Event is designed to help customers progress their Kitchen, Bathroom and Bedroom projects with the aim of achieving installation before Christmas.

Pre-Christmas installation appointments are limited and will be offered subject to availability at the time of order.

Customers wishing to be considered for a pre-Christmas installation must place their qualifying order and pay the required deposit within the applicable promotional deadline:

- **Kitchens:** qualifying orders must be placed and the required deposit paid by **9 October 2026**. Kitchen promotional benefits are available on **stock items only**.
- **Bathrooms:** qualifying orders must be placed and the required deposit paid by **31 October 2026**.
- **Bedrooms:** qualifying orders must be placed and the required deposit paid by **31 October 2026**.

Meeting the applicable order deadline **does not guarantee the availability of a pre-Christmas installation appointment**. Availability will depend on the requirements and readiness of each individual project, together with product, delivery and installation schedules.

Any proposed installation date will be discussed and confirmed separately by Cole Roberts Ltd.

Installation dates are subject to:

- product availability;
- manufacturer lead times;
- delivery schedules;
- completion of any required surveys or site preparation;
- project readiness;
- fitter availability; and
- any other requirements specific to the project.

Cole Roberts Ltd will make reasonable efforts to accommodate customers wishing to have their project installed before Christmas. However, **we cannot guarantee that a pre-Christmas installation appointment will be available or that installation will be completed before Christmas.**

Cole Roberts Ltd cannot be held responsible for delays caused by manufacturers, suppliers, couriers, third-party contractors or circumstances outside its reasonable control.

7. ORDERS AND DEPOSITS

7.1. A minimum **25% deposit** must be received at the time of order for an order to qualify for the Autumn Home Event, unless otherwise agreed in writing.

7.2. The promotional benefit will be confirmed once the qualifying order and required deposit have been accepted by Cole Roberts Ltd.

7.3. The main Autumn Home Event promotional period is **12 September 2026 to 14 November 2026**.

7.4. Certain individual promotions have earlier closing dates:

- **Miele 6 for 4:** subject to Miele's individual promotional period and manufacturer's terms.
- **Siemens, Bosch, NEFF Collection cashback:** subject to the applicable manufacturer's promotional period and claim deadlines.

7.5. Where an individual manufacturer's promotion ends before 14 November 2026, the manufacturer's earlier closing date will apply.

8. PRODUCT AVAILABILITY

All promotional benefits are subject to product availability.

Where a specific promotional product or benefit becomes unavailable, Cole Roberts Ltd may offer a suitable alternative where possible or withdraw the relevant benefit.

Any alternative product or promotional benefit will be subject to agreement and availability.

9. CHANGES, CANCELLATIONS AND WITHDRAWAL OF OFFERS

9.1. Cole Roberts Ltd reserves the right to amend, suspend, replace or withdraw any promotional offer at any time.

9.2. Any promotional benefit is subject to the qualifying order remaining valid and complying with these Terms & Conditions.

9.3. Where a manufacturer changes, suspends or withdraws its own promotion, the manufacturer's terms will apply.

9.4. Cancellation, amendment or variation of an order may affect eligibility for promotional benefits. Any such circumstances will be considered in accordance with the applicable order and Cole Roberts Ltd's standard Terms of Sale.

10. MANUFACTURER PROMOTIONS

Manufacturer-specific promotions, including **Miele, Siemens, Bosch and NEFF**, are subject to the relevant manufacturer's promotional terms.

Where applicable, manufacturer terms relating to qualifying products, promotional dates, registration, cashback claims, availability and exclusions will take precedence over any general promotional wording.

Customers should ensure that any required manufacturer claim or registration is completed within the applicable deadline.

11. GENERAL

11.1. The Autumn Home Event is available only through **Cole Roberts Ltd** and is subject to these Terms & Conditions.

11.2. Promotional benefits are not guaranteed until confirmed in writing as part of the customer's quotation or order.

11.3. Nothing in these Terms & Conditions affects the customer's statutory rights.

11.4. Cole Roberts Ltd reserves the right to refuse or withdraw a promotional benefit where the relevant qualifying conditions have not been met.

11.5. These Terms & Conditions should be read together with the relevant quotation, order confirmation, Cole Roberts Ltd Terms of Sale and, where applicable, the terms of the relevant manufacturer or finance provider.

Cole Roberts Ltd reserves the right to amend or withdraw any offer at any time.

Terms & Conditions apply.