

## TINECO TRADE-UP PROGRAM TERMS

### 1. Overview:

In accordance with these Terms, you may trade in any cleaning appliances, regardless of the brand, and receive a trade-in credit from Tineco, which can only be applied toward the purchase of Tineco products. Please refer to the products shown on the trade-up page at <https://ca.tineco.com/events/tineco-trade-up/> as product availability may vary.

### 2. Rules:

The trade-in value may vary over time. Please check the rules described at <https://ca.tineco.com/events/tineco-trade-up/>.

To receive the trade-up credit, you are required to complete the trade-up application form, including your name, email, the brand of your old machine, the price range of your old machine, the product to which you would like to trade up, and your purchase record. We are committed to retaining your personal information only for the duration necessary to serve the purposes outlined in our Privacy Policy. Upon submission, it will take 1 to 3 working days to verify the information and arrange the issuance of codes.

Once your trade-up application is approved, you will receive an exclusive trade-up code for the product you chose to trade up to, which you can redeem at our [Tineco official store](#).

The trade-up code shall be applied to the real-time price of Tineco trade-up products listed at <https://us.tineco.com/events/tineco-trade-up/> and cannot be combined with any other coupons unless otherwise specified in these Terms and Conditions.

Please note that the trade-up code cannot be exchanged for cash or any other coupon or credit.

If you would like to trade in more than one old machine, you must submit separate applications and provide information for each one respectively.

### 3. Miscellaneous Additional Terms

- The Trade-Up Program is offered and administered by Tineco.
- You must be at least eighteen (18) years old to be eligible to participate in the Trade-Up Program.
- By participating in the Trade-Up Program, you understand and agree that it may be necessary for Tineco, its affiliates, and agents, to collect, process, transmit, maintain, share, and use certain of your personal information, such as your name, address, and information about your old vacuum cleaner, to perform the service and support obligations under the Trade-Up Program. You may receive Trade-Up Program-related communications from

Tineco, its affiliates, and agents, such as notices regarding the Trade-Up Status Update. You may also receive requests to participate in surveys or marketing communications from Tineco and/or its affiliates related to the Trade-Up Program or other offers. At all times, Tineco will treat your information in accordance with the Tineco Privacy Policy, available at <https://ca.tineco.com/privacy/>.

- If any provision (or part of any provision) of these Terms is found to be illegal, invalid, or unenforceable under any applicable law, such term shall, insofar as it is severable from the remaining terms, be deemed omitted from these Terms and shall in no way affect the legality, validity, or enforceability of the remaining terms.
- Tineco reserves the right to substitute, change, cancel, or add to any part of these Terms at any time, including terminating the Trade-Up Program or modifying these Terms.
- We reserve the right to decline or cancel your participation in the Trade-Up Program, with or without advance notice, if we believe that your participation is enabling a fraudulent or illegal purpose.
- The Trade-Up Program is available only to the countries and regions which Tineco product is deliverable. Please kindly inquire our after-sale staff, if you have question on deliverable countries and regions.
- Neither Trade-Up Program eligibility nor the Trade-In Value offered by Tineco are transferrable to any other person or entity.