

Promotion Terms & Conditions

Promoter: Brother UK Limited, Shepley Street, Audenshaw, Manchester, M34 5JD, registered in England and Wales under company registration number 00029301.

Contact Details: For promotion enquiries, please telephone 0333 777 4444 or contact us via email at help@brother-uk.com.

Terms and Conditions

The Promotion

1. This Brother UK Limited ("**Brother**") promotion ("**Promotion**") is promoted by Brother and will run from 00:00 on 1st May 2026 (the "**Opening Date**") to 23:59 on 31st May 2026 (the "**Closing Date**") inclusive ("**Promotional Period**").

Eligibility

2. This Promotion is open to UK end-user customers ("**Customers**") aged 18 and over and excludes:
 - 2.1. Authorised resellers of Brother products;
 - 2.2. Employees of Brother, or its holding or subsidiary companies, as well as authorised resellers of Brother products, its distributors or wholesalers;
 - 2.3. Members of the immediate families or households of 2.1 above; and
 - 2.4. Anyone else professionally connected with the creation or administration of the Promotion.
3. To be eligible for this Promotion the Customer must have purchased one of the Brother products (the "**Qualifying Brother Products**") as specified in Appendix 1 during the Promotional Period and submit their details online as set out in these terms and conditions.
 - 3.1 The Qualifying Brother Product purchased must be a UK model; and
 - 3.2 Refurbished machines, second-hand machines, any machine acquired from commercial leasing, hire purchase, URN supported business or similar arrangements do not qualify. In addition, any machines acquired free of charge as part of any other promotion supported directly or indirectly by Brother do not qualify. In all circumstances, it is the responsibility of the Customer to check the validity of supply.
4. In entering this Promotion, you confirm that you are eligible to do so and eligible to claim the Promotional Offer. Brother may require you to provide proof that you are eligible to claim the Promotion.
5. Brother will not accept Promotion claims that are:
 - 5.1. Received from resellers on behalf of their Customers;
 - 5.2. Automatically generated by computer or created by artificial intelligence (including but not limited to chatbots such as ChatGPT or similar software applications);
 - 5.3. Completed by third parties or in bulk;
 - 5.4. Illegible, have been altered, reconstructed, forged or tampered with;
 - 5.5. Duplicate; or
 - 5.6. Incomplete.
6. The Customer may claim as follows:
 - 6.1. There is a limit of 2 claims for Cash Back per customer and/or address during the Promotional Period;
 - 6.2. There is a limit of 10 claims for Extended Warranty per customer and/or address during the Promotional Period.
 - 6.3. One claim per Qualifying Brother Product (identified by serial number) can be made.
7. Only claims which comply with these Terms and Conditions will qualify ("**Valid Claims**").

How to claim

8. To claim this Promotion, the Customer must:
 - 8.1. Purchase a Qualifying Brother Product during the Promotional Period; and
 - 8.2. Complete the registration process and submit their claim on the Brother website within 28 days of purchase of the Qualifying Brother Product ("**Claim Period**"), at <https://www.brother.co.uk/brother-products/redeem-offers> ("**Promotions Link**").
 - 8.2.1. An email notification will be sent to the email address provided by the Customer when completing the registration process to confirm that their registration has been completed.
9. The online registration and claim process will require the customer to:
 - 9.1. Provide the following personal identification details to Brother:
 - 9.1.1. Full name
 - 9.1.2. Named email address
 - 9.1.3. Telephone number
 - 9.1.4. Promotional code
 - 9.1.5. Model number of the Qualifying Brother Product purchased by the customer
 - 9.1.6. Serial number of the Qualifying Brother Product purchased by the customer
 - 9.1.7. Bank account details (if claiming cash back for funds to be remitted)
 - 9.1.8. Proof of purchase
 - 9.2. Read and accept these Terms and Conditions.
10. Failure to provide full details or providing incorrect details will prevent the Customer from taking part in the Promotion. Incomplete claims will be deemed invalid.
11. All claims must be received by Brother within the Claim Period. All claims received after the Claim Period are automatically disregarded.

12. Brother will not accept responsibility for claims that are lost, damaged or delayed in transit, regardless of the cause, including, for example, as a result of any equipment failure, technical malfunction, systems, satellite, network, computer hardware or software failure of any kind.
13. No additional payment is required to enter the Promotion and the price of Qualifying Brother Products will not be increased as part of this Promotion.

The Promotional Offer

14. The Promotional Offer awarded will be either of the following, which can be claimed for the Qualifying Brother Products specified in Appendix 1:
 - 14.1. Cash back; or
 - 14.2. Extended Warranty
 - 14.2.1. Subject to the requirements of Clauses 7, 8 and 9 being adhered to, the Customer acknowledges that upon purchase of a Qualifying Brother Product during the Promotional Period, this Promotion allows them to claim an Extended Warranty, which will extend the duration of their standard manufacturer's warranty for a maximum of two additional years, to a maximum term of three years as set out in Appendix 1. For warranty information and full terms and conditions please visit the following link <https://www.brother.co.uk/support/warranty-information>.
15. Brother reserves the right to replace the Promotional Offer with an alternative prize of equal or higher value if circumstances beyond Brother's control makes it necessary to do so.
16. The Promotional Offer will be provided as specified in Clause 14 above and is not negotiable or transferable. There are no alternative offers available.
17. Any costs incurred in connection with the Promotion other than as specified in these Terms and Conditions are the sole responsibility of the Customer.

Customer Claims

18. Claims will be processed automatically for all Valid Claims during the Promotional Period, once verified by Brother.
19. As soon as reasonably practical following verification by Brother, the Customer's Promotional Offer will be applied to their account.
 - 19.1. Promotional Offers may take up to 30 days to be processed.
20. If the Customer fails to, or is unable to accept the Promotional Offer, or if the Customer does not satisfy the entry requirements set out above, the Customer shall be deemed to have forfeited their claim.
21. The Promotional Offer may not be claimed by a third party on the Customer's behalf.
22. Any other relevant information required to redeem the Promotional Offer will be provided to the Customer following their acceptance of in line with Clauses 18 and 19 above.

Liability

23. Brother will not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) or for any personal injury suffered or sustained in connection with the Customers entering the Promotion and receiving the Promotional Offer, except for any liability which cannot be excluded by law (in which case such liability is limited to the maximum extent allowable by law).

Personal Data

24. Personal data supplied during the course of the Promotion may be passed on to third party suppliers only insofar as required for fulfilment of the Promotion and arrangement and delivery of the Promotion. The personal data of Customers will not be used for any other purposes. For further details please refer to Brother's privacy policy which is available here <https://www.brother.co.uk/about-brother/privacy-policy>.

General

25. By entering this Promotion, Customers agree to be bound by these Terms and Conditions and by any other requirements set out in the Promotion material. This Promotion does not affect your statutory rights. If there is any reason to believe that there has been a breach of these Terms and Conditions, Brother may, at its sole discretion, reserve the right to exclude you from participating in this Promotion.
26. Brother will take reasonable care to ensure the claim is processed appropriately. Customers should contact Brother via the contact details provided above if their claim has not been processed within 28 days from the end of the Promotional Period.
27. Brother reserves the right to cancel, suspend or amend the Promotion where it becomes necessary to do so due to events outside of its control.
28. Brother must be notified in writing of any queries and/or disputes no later than 30 days of receipt of confirmation under Clause 19, after which date the Promotional Offer confirmed will be full and final.
29. This Promotion cannot be used in conjunction with any other Brother Group Promotion.
30. In all matters regarding this Promotion, the decision of Brother will be final and binding.
31. This Promotion is governed by the laws of England and Wales and any disputes arising out of or in connection with this Promotion shall be submitted to the exclusive jurisdiction of the English courts.

Appendix 1 – Qualifying Brother Products and Promotional Offers

Qualifying Brother Product	Promotional Offer	Promotional Code
DCP-T580DW	£50.00	Q1A450
MFC-L8690CDW	£75.00	Q1CL75A
	OR 3 Year Warranty	Q1CLWA
MFC-J6955DW	£100.00	Q1A3100B
	OR 3 Year Warranty	Q1A3WB
PT-E310BTVP	£35.00	Q1PT35
PT-E560BTVP	£50.00	Q1PT50