

**The Insiders' LG Home Appliances**  
**Campaign Terms & Conditions**  
**The Insiders – July 2024**

<b>The participant agrees to the following:</b>
I am available from July to September 2024 and have time to test the product and write reviews
To become a participant in this campaign, I understand that I will need to purchase the product from LG.com for full price and submit my bank details to receive a partial refund at the end of the campaign.
To become a final participant of this campaign, I understand that I will need to send my proof of purchase invoice to The Insiders.
I understand the Insiders and the brand are sharing information needed for final selection. If I choose not to share my Invoice, the purchase on the client site can be cancelled/the refund amount will not be transferred.
I understand that I will be given 3 weeks to test and review the product. If I fail to provide my review within the 3-week period, I understand that I will not be selected for future campaigns.
I consent to my personal information (e.g. delivery address, voucher usage...) being passed on to a third party, such as a delivery service or client, to enable participation in my campaign.
I understand that I will not have the option to return the product to The Insiders after the campaign ends.

Participation in this campaign includes the following action by the Participant:

- **Completion of the entry survey.**  
When candidates first subscribe to this campaign, no deposit is requested. We will make a shortlist of the candidates we feel most suitably fit the required profile for the LG campaign. An email will then be sent to those shortlisted candidates on how to join the campaign.
- **Participation in the campaign by completing campaign tasks.** This is standard practice for campaigns in which Insiders get a chance to try out exclusive and expensive products (in this case the selected LG home appliance).

**Purchase the specified LG Home Appliance from LG.com.**

Pre-selected Insiders will be sent an email with a link to claim their spot and purchase the specified LG Home Appliance for full price from LG.com. They will then be asked to submit a proof of purchase containing their order number and other purchase details to be accepted into the campaign, as well as their bank details to receive a partial refund at the end of the campaign.

- Please note that you cannot return the product to The Insiders after the campaign is over.

- Please note that the product can only be purchased from the link/webshop provided by The Insiders.
- Please note that the use of gift cards or vouchers will not be accepted in the campaign. Please also note that The Insiders' offer cannot be used in conjunction with any other promotional offers available on the purchase webshop including trade-in.
- Please note that the purchase must be made in full, late payments or monthly payment plans are not accepted.
- The Insiders may ask for additional proof of purchase, such as a photo of the device before processing a refund to prevent fraudulent claims

## Campaign Actions

Insiders will trial the LG products at home for a time period stated on the campaign page, then write and post reviews on specific websites. Furthermore, participants are to complete the end survey. The survey will be made available online at the end of the campaign; participants will be advised of this by email. The end survey must be completed by the given dates.

### Timing

The duration of the campaign is clearly stated on the website.

## Registration

You can apply to take part in this campaign by subscribing at [www.theinsidersnet.com](http://www.theinsidersnet.com). Only one account per household is permitted; in the event of misuse or false information, the prospective Insider is liable to be banned from the campaign without warning. To take part in The Insiders' LG campaign, prospective applicants must complete the list of questions truthfully and in full.

## Returns and Exchanges

The purchase of the device will be via an external third-party retailer and there will be no returns outside of the legal cooling-off period. The LG products cannot be returned to The Insiders at any point or after the campaign. If your device requires an exchange or repair at any point during the duration of the campaign, please contact LG's customer service and notify the Insiders support team at [infouk@theinsiders.eu](mailto:infouk@theinsiders.eu) to ensure expectations are set regarding review timelines and campaign participation.

## Debit / credit card details

Debit / credit card details must be completed correctly and in full upon registration. After the campaign, debit / credit card details will be erased.

## Privacy

All details will be treated with the utmost confidentiality. Personal information about participants will only be passed to third parties with explicit permission. If an applicant is not selected, we will remove all debit / credit card details from the system immediately.

## Selection

Participants will be selected for this campaign based on specific criteria agreed upon by LG and The Insiders. This selection will be made by The Insiders and is both binding and final. Failure to be selected will have no bearing on any subsequent applications for, or participation in, other campaigns run by The Insiders or its subsidiaries. This manner of selection has been deemed necessary, as the number of candidates is often far higher than the number of available places.

## General Terms & Conditions

The Insiders is not responsible for technical or other problems in this campaign arising from it or caused by elements that cannot be controlled by either The Insiders or LG. It is the responsibility of each individual participant to ensure that the LG product is protected and is in good working condition. Participation in this campaign implies the unconditional acceptance of these rules. The Grapevine, trading under the name "The Insiders" and referred to below as The Insiders, cannot be held liable for direct, indirect or incidental damage resulting from use of the website or information obtained via the website.

The Insiders cannot be held liable in any way whatsoever for potential damage incurred by the registered member as a result of using the product or service during the campaign.

The manufacturer and distributor remain at all times jointly and severally liable for the product or service that the registered member uses during a campaign.

The registered member must at all times observe the user instructions and / or comply strictly with the instruction leaflet for the product or service.

The website, as well as the content of its texts, images, graphics, sound files, animations, video recordings, data organisation and databases which may have been included (i.e. the information) remain the intellectual property of The Insiders. The information is protected under the Act of 30 June 1994 covering its copyright and related rights, and by the entirety of the regulations applicable to intellectual property.

You have the right to consult the information on the website for private and personal use and / or to download it. Any other use including but not limited to the reproduction, dissemination, making available to the public and / or re-use in any form, in whole or in part, temporarily or permanently, on the site or the details of The Insiders is strictly forbidden without the prior written permission of The Insiders.

## Generated content

When participating in this campaign participants will have the opportunity to demonstrate their ambassador activity by posting content online which includes but is not limited to images, videos, reviews, testimonials, tweets, and other media formats (hereinafter called "the Online Content"). By participating in this campaign, participants agree that LG and The Insiders can use or utilise all or any of the Online Content in marketing activities whether for or related to this campaign, or for or related to any other marketing activities whatsoever and they hereby waive any intellectual property rights, to include but not limited to, copyright of the Online Content.