

SAMPLES TERMS AND CONDITIONS

1. Eligible only for existing customers only
2. Maximum of one drinks sample sleeve per machine
3. Maximum of 5 sample sleeves per customer site
4. Samples will be sent to you by post within 28 days of your request or before
5. Sample requests can only be accepted by completing any of the following
 - a. Complete the online form
 - b. Email customer service at uk.customerservice@lavazzapro.com
 - c. Call customer service on 0800 0323 444
6. Lavazza Professional accepts no responsibility for qualifying samples which are lost, delayed, misdirected or incomplete. Proof of confirmation of a qualifying sample is not proof of receipt by Lavazza Professional.
7. Lavazza Professional accepts no responsibility for any costs associated with the sample
8. The sample is as stated, is non-exchangeable, non-transferable, and is not redeemable for cash or other prizes.
9. Lavazza Professional shall use and take care of any personal information you supply to it as described in its privacy policy, a copy of which can be seen [here](#), and in accordance with data protection legislation. By entering the samples campaign, you agree to the collection, retention, usage and distribution of your personal information in order to process and contact you about your sample
10. Lavazza Professional reserves the right at any time to suspend the promotion temporarily or to amend these Terms and Conditions with or without prior notice due to reasons outside its control (including, without limitation, in the case of anticipated, suspected or actual fraud). The decision of Lavazza Professional in all matters under its control is final and binding and no correspondence will be entered into, except with the customer.
11. Lavazza Professional shall not be liable for any failure to comply with its obligations where the failure is caused by something outside its reasonable control. Such circumstances shall include, but not be limited to, weather conditions, fire, flood, hurricane, strike, industrial dispute, war, hostilities, political unrest, riots, civil commotion, inevitable accidents, supervening legislation or any other circumstances amounting to force majeure.
12. Lavazza Professional cannot be held responsible in the event that it is unable to contact the customer as a result of incorrect email address details having been provided. Equally, the Lavazza Professional is not responsible where the customer does not receive his/her sample as a result of having provided incorrect address details.
13. The samples campaign will be governed by English law and entrants to the campaign submit to the exclusive jurisdiction of the English courts.
14. Promoter: Lavazza Professional UK Limited, Armstrong Road, Basingstoke, Hampshire, RG24 8NU.