

LELO

LELO SATISFACTION GUARANTEE PROGRAM TERMS AND CONDITIONS

These Terms and Conditions (the “**Terms**”) govern the eligibility, access to, and use of LELO’s Satisfaction Guarantee (SG) program (the “**Program**”). Any references throughout this document to LELO / we / us / our refer to LELOi AB.

By participating in the Program, you (the “**Customer**”) represent and warrant that you have read and understood these Terms and confirm your agreement to be legally bound by them. If you do not accept or understand these Terms, you must not proceed with a Satisfaction Guarantee request.

In addition to these Terms, you agree to abide by any supplemental policies and terms related to our Service, including without limitation our [Privacy Policy](#).

1. ELIGIBILITY AND CONDITIONS TO OBTAIN A SATISFACTION GUARANTEE COUPON

To receive a Satisfaction Guarantee coupon, the Customer must strictly adhere to the following conditions:

- **Purchase Origin:** The product for which the claim is being made must have been purchased directly on www.lelo.com.
- **Order Status:** The order containing the product subject to the Satisfaction Guarantee request **must not** have been discounted by a coupon acquired from a previously approved Satisfaction Guarantee request.
- **Request Documentation:** A valid product serial number must be submitted via a formal ticket to Lelo Customer Care support as part of the Satisfaction Guarantee request.
- **Return Obligation:** The product subject to the Satisfaction Guarantee request must be returned to one of LELO’s designated warehouses (excluding any third-party logistics providers - 3PL). The costs associated with the return shipment shall be borne solely by the Customer.
- **Submission Window:** The Satisfaction Guarantee request must be formally submitted within thirty (30) calendar days following the successful delivery of the original order.
- **Product Exclusions and Inclusions:** Only LELO electronic devices are eligible for a Satisfaction Guarantee request:
 - a. Products categorized as Luxury or Deluxe (e.g., gold, silver ranges) are excluded;
 - b. Lubricants and accessories are excluded (candles, balms, oils, serums, supplements, makeup, etc.);
 - c. Products purchased as part of a bundle are excluded.
- **Product Claim Limit:** A Customer may claim the Satisfaction Guarantee only once per unique eligible product.
- **Account Claim Limit:** The total number of Satisfaction Guarantee claims permitted per customer account shall not exceed three (3).

LELO

2. CONDITIONS FOR THE USE OF THE SATISFACTION GUARANTEE COUPON

The Satisfaction Guarantee coupon issued upon an approved request is subject to the following terms of use:

- **Single Use:** The coupon is valid for a single transaction only.
- **Coupon Value:** The coupon grants a fixed amount off discount AND includes a free regular shipping option for the resulting order.
- **Discount Basis:** The fixed amount of discount is calculated based on the net product amount that was paid by the Customer.
- **Shipping Cost Exclusion:** The discount amount does not apply to or reduce any paid shipping charges.
- **Unused Discount Forfeiture:** If the coupon's discount amount exceeds the total value of the new order, the remaining, unused discount amount is lost and cannot be retained, credited, or applied to future orders. However, you can add multiple items from LELO brands to your cart to reach the coupon value, as long as all items in the cart are eligible for the coupon.
- **Validity Period:** The coupon is valid for a period of one (1) month from the date of issue.
- **Applicable Products:** The coupon can be used on all LELO, INTIMINA, LELO BEAUTY, LELO LABS (one-time purchase) and HEX products consistent with the product eligibility criteria, excluding Luxury or Deluxe range, Coco De Mer, Bijoux Indiscrets and other non-LELO brands.
- **Promotion Compatibility:** The coupon is not compatible with any other existing promotion, offer, or discount. The application of the Satisfaction Guarantee coupon will automatically remove any other promotions from items in the cart.
- **Buy with Prime Limitation:** Should the coupon reduce the final order value to €0 (zero), the Customer shall be prohibited from completing the transaction using the "Buy with Prime" payment method.

3. GOVERNING LAW AND RESOLUTION OF DISPUTES

These Terms shall be governed by and construed in accordance with the laws of Sweden, without regard to or application of its conflict of law provisions. Any dispute, claim, or controversy arising out of or relating to these Terms or the Program shall be settled solely before the Swedish competent courts.

4. MODIFICATIONS OF THE TERMS

LELO reserves the right to modify or amend these Terms at its sole discretion from time to time. By continuing to use the Service or participating in the Program following the publication of any modification, you accept any such change or modification.

5. CONTACT

If you have any questions about these Terms, please contact us at privacy@lelo.com.