



MLN 30 Day Money Back Guarantee Promotion
on Venom BlackBook Zero 14 Range*

Valid 8 August to 31 August 2018

CLAIM FORM

PERSONAL DETAILS

First name _____

Last name _____

Home address _____

Suburb _____ State postcode _____

Email address _____

Daytime phone _____ Mobile _____

PRODUCT DETAILS

Model name _____

Reason for return _____

Note: Refund will be done in the exact same way payment was received : E.g if you paid by Paypal, refund will be via Paypal, if you paid by credit card, refund will be via credit card.

BANK TRANSFER DETAILS

Account name _____

Bank _____

BSB _____ Account number _____

☐ I agree to the below Terms and Conditions of this promotion.

☐ Yes, I have attached Proof of Purchase.

FOR OFFICE USE ONLY

Amount to refund _____ Serial number _____

Authorisation signature _____


Name of Authoriser _____



MLN 30 Day Money Back Guarantee Promotion on Venom's BlackBook Zero 14 range

Valid 8 August to 31 August 2018

CLAIM CHECKLIST

- ☐ Download the Claim Form available for download at www.mln.com.au/moneybackguarantee 
- ☐ Complete the Claim Form (this form)
- ☐ Attach Proof of Purchase to Claim Form
- ☐ Return the product to **MLN SERVICE CENTRE - 75 Peel St, West Melbourne** including completed Claim Form and original proof of purchase : Sender is to pay all mail costs and to ensure the product is returned safely with original packaging and materials and accessories within box.
Sender is to ensure product is not damaged and in original acceptable condition
- ☐ Affix label on the parcel. The label should read:

MLN - 30 day Money Back Guarantee
MLN Service Centre
75 Peel st.
West Melbourne
VIC, 3003



Sender is to pay for and bear all freight costs. Freight and shipping costs for purchase and return are non refundable. Please return all packaging as originally sent to you. If your package or packaging is incomplete your claim will be rejected. Ensure parcel is returned safely and with insurance. We must receive your parcel in our service centre within 30 days of your invoice date.

You are responsible for the safe return of your parcel

MLN 30 Day Money Back Guarantee
MLN Service Centre
75 Peel st.
West Melbourne
VIC, 3003





MLN 30 Day Money Back Guarantee Promotion on Venom's BlackBook Zero 14*

Terms and Conditions

Valid : 8 Aug to 31 Aug 2018

1. Information on the promotion and how to claim forms part of these Terms and Conditions. By participating you accept these Terms and Conditions. The promotion is for a thirty (30) day money back guarantee for the period of 8 August to 31 August 2018 (inclusive) (the Promotion). "You", "Your" and "Yours" for the purposes of the Terms and Conditions.
2. To be eligible to claim the Promotion, You:
 - (a) must have purchased a Venom BlackBook Zero 14 from MLN in store or at, at www.mln.com.au, between 8 August to 31 August 2018 (inclusive);
 - (b) Make claim and return laptop to 75 Peel St West Melbourne before 30 days of the invoice date and pay for shipping costs.
 - (c) must have used the Product under normal domestic conditions and maintained the Product according to the instructions or manual supplied.
3. Ineligible products are those that are used by You for any hire purchase, lease, rental or other such similar agreement or use other than as outlined in clause 2(c).
4. To be eligible for a refund under the Promotion, you must lodge Your claim and return to us within thirty (30) days of purchase by following the steps below:
 - (a) Download the Claim Form (this form) and label available for download at www.mln.com.au
 - (b) Complete the Claim Form (this form)
 - (c) Return the product to MLN Service Centre West Melbourne at your own cost including completed Claim Form and original proof of purchase within 30 days of the invoice date. The sender is responsible for the return of the product in its original packaging. All freight costs are covered by the sender. The sender is responsible for the safe return of the parcel.
 - (d) Affix the label on the parcel. Pay for your return costs and ensure the parcel is returned safely.
 - (e) Exceptions to MLN's 30-Day Return Period:
 - Software may not be returned at any time, unless the software being returned is:
 - (e1). Application software or operating systems installed by MLN on a returnable system which is being returned within the applicable return period; or
 - (e2). Media-based software that is unopened and still in its sealed package or, if delivered electronically, software that you have not accepted by clicking "I agree to these Terms and Conditions."
5. MLN reserves the right to verify the validity of all claims made in connection with this Promotion. If Your claim is assessed as valid, Your refund will be paid into your nominated bank account on the Claim Form by electronic funds transfer or the method in which you originally paid for your goods, minus all shipping fees at our choice of payment method. The refund does not include any freight charges incurred by You in receiving a Product or you returning it to us.
6. The Product and any accessories, manuals and any bonus products sold as part of the box must be returned in as good as new condition (subject to fair wear and tear), in full working order and with original proof of purchase. Missing items will not be accepted or replaceable.
7. The Promotion is in addition to, and does not exclude, restrict or modify, any rights or warranties, You have under the Australian Consumer Law.
8. MLN has absolute discretion to determine whether these Terms and Conditions have been satisfied entitling You to a refund under this Promotion. If authorised by MLN, please allow at least thirty (30) days from the date that MLN accepts the claim to pay You the refund.
9. MLN reserves the right to verify the validity of all claims and disqualify any claimant for tampering with the claim process or for submitting a claim which is not in accordance with these Terms and Conditions. Failure by MLN to enforce any of its rights at any stages does not constitute a waiver of those rights.
10. The Promotion is not transferrable, assignable or exchangeable and cannot be used in conjunction with any other promotion or offer.
11. Any decision of MLN is final and no correspondence will be entered into.
12. Any of Your personal information may be collected, held, managed, used, disclosed or transferred by MLN in order to administer the Promotion, the Product Warranty and to provide you with updates on MLN's latest products and services. MLN will not disclose Your personal information unless You consent or otherwise advise MLN. Collection of such personal information is governed by the Privacy Laws and MLN's Privacy Policy as amended from time to time in respect of any personal information held by MLN and is available at www.mln.com.au. The expression 'personal information' used in this clause means personal information as defined in the Information Privacy Act 2000 (Vic).
13. Except to the extent that such liability cannot be excluded by law, MLN excludes all liability (including negligence), for any personal injury; or any loss or damage; whether direct, indirect, special or consequential, arising in any way out of the promotion, including any claim form that is late, lost, altered, damaged or misdirected (whether or not after their receipt by MLN) due to any reason beyond the reasonable control of MLN.
14. Participation in this Promotion is only open to Australian residents 18 years and over.
15. MLN reserves all rights including without limitation, the right to alter the above Terms and Conditions at any time and without further notice to you.