NEFF Consumer FAQs

General FAQs

Q: How do I make a claim?

A: Claim online via https://neffrewards.ie. If you require assistance please contact our friendly support team on 1800939603 or email support@neffrewards.ie.

Q: I registered my appliance warranty but I can't login to https://neffrewards.ie

A: The warranty website is separate from the NEFF Rewards website. Please register a claim within the NEFF Rewards website to redeem your reward.

Q: How long does it take for my email query to be answered?

A: Our friendly support team will contact you within 48 hours of receiving your query.

Pots & Pans Promotions

Q: When will my Pots & Pans arrive?

A: Your reward will be posted within 30 days once your claim has been verified.

Q: Is tracking information provided for my Pots & Pans?

A: Yes. You will receive an email with tracking information from An Post once the Pots & Pans have left the warehouse.

Q: What is included in the Pots & Pans set?

A: 2 BergHOFF stainless steel induction pots and 1 BergHOFF stainless steel induction pan, Sizes of which are: Pot (diameter 14cm bottom and 16cm top, 1.9 capacity with glass lid) Pot (diameter 18cm bottom and 20cm top, capacity 3.6 litres with glass lid) Pan, (diameter 22cm, height 5cm with non-stick coating).

Cashback Promotions

Q: How are cashback payments made?

A: Cashback rewards are paid via bank transfer (BACS).

Q: When will I receive the cashback?

A: Your cashback reward will be transferred via BACS within 6 weeks once your claim has been verified.

Q: Will I receive an update when the cashback is being processed?

A: Once the cashback funds are transferred, you will receive an email confirming the funds should be cleared in the next few working days.

Q: Do I need to submit multiple claims for multiple appliances?

A: Please claim all purchased products within one registration.