

KOKO Cooker Service + Ksh 100 of KOKO Fuel Promotion - Terms and Conditions

These Terms & Conditions shall apply to the KOKO Fuel Frequency Promotion (“the Promotion”) and by participating in the Promotion, you will be deemed to have read, understood and accepted the same as set out herein:

Eligibility

This Promotion is only available to KOKO Customers who bought their KOKO Cooker before **1st January 2023** (“Eligible Customers”) and can only be redeemed once per Unique Customer Account.

Eligible Customers who bring their KOKO Cooker to a KOKO Service Point for a free service during the Promotion Period (a term herein defined) will get Ksh 100 (“the Reward”) credited to their KOKO Customer Account.

Duration

The Promotion Period shall begin on **1st April 2024** until **30th May 2024**.

To Redeem

- To participate, you are required to take your KOKO Cooker to a KOKO Service Point for free Cooker service.
- A KOKO technician at the KOKO Service Point will service your KOKO Cooker by either cleaning and/or replacing faulty parts as they may determine at their discretion.
- Upon completion of the Cooker service, you will be required to submit to the KOKO technician your KOKO Customer Account Number that will be topped up within 48 hours with Ksh 100 that can only be used to purchase KOKO Fuel.

Privacy

By participating in this Promotion, you consent to your data being collected by KOKO in accordance with the Data Protection Act 2019. KOKO is committed to respecting and protecting the privacy of the information we collect from you. Our [Privacy Policy](#), as updated from time to time, explains how we treat your personal information, who we share your information with, and measures taken to protect your privacy when you use our services.

General Terms and Conditions for the Promotion

This Promotion is only redeemable by KOKO Customers who purchased their KOKO Cookers before 1st January 2023.

Once credited, the Ksh 100 will reflect in your KOKO Customer Account within 48 hours of the Cooker service. KOKO is not responsible for any technical issues, delays, or errors during the credit allocation or any loss of credit that may occur during the Promotion Period.

While we encourage multiple visits to the KOKO Service Points where a Cooker requires additional servicing, the Ksh 100 can only be awarded once for each KOKO Customer Account. Multiple Cooker services will not entitle you to multiple Rewards.

The Ksh 100 can only be used to purchase KOKO Fuel and cannot be redeemed for cash.

The Promotion cannot be combined with any other promotions or offers.

KOKO reserves the right to modify or terminate this Promotion at any time without prior notice.

In the event of unavailability of stock, KOKO reserves the right to provide an alternative item of similar value as it shall deem fit.

KOKO shall not be held liable for any disputes arising from the Promotion.

The Promotion is subject to KOKO's general [Terms & Conditions](#).

Any fraudulent or deceptive activity related to this Promotion may result in disqualification and legal action.

You will be responsible for any taxes, levies or fees associated with this Promotion as per the applicable laws of Kenya.

Visit <https://kokofuel.com/> or contact KOKO Customer Care at 0800 720716 for the most up-to-date information regarding this Promotion or for any queries and assistance.

Please note that these Terms and Conditions are subject to change. It is recommended to refer to <https://kokofuel.com/> or contact KOKO Customer care at 0800 720716 for the most up-to-date information regarding this Promotion.