

**The Good Guys Bonus Premium Delivery Up to 30km Promotion ("Promotion") Excludes Metro Melbourne  
Full Terms and Conditions**

**HOW TO CLAIM**

1. To be eligible, customers must purchase a LG TwinWash listed in the Table below ("Model") during the period 14 January 2020 to 31 December 2020 inclusive ("Promotion Period") from a participating The Good Guys store, to receive The Good Guys up to 30km delivery service or standard delivery service for Metro Melbourne for free ("Bonus").

Applicable Models	Bonus
<p>When the customer purchases any of the following models: TWIN171215S, TWIN171216T, TWIN171411B, TWIN171409H, TWIN171409V, WV5-1408W-WTP20WY, WV5-1409W-WTP20WY, WV9-1409W-WTP20WY.</p> <p>Or when they purchase of the following models together: WD1411SBW &amp; WTP20WY, or WTW1409HCW &amp; WTP20WY, or WTW1409VCW &amp; WTP20WY, or WV5-1408W &amp; WTP20WY, or WV5-1409W &amp; WTP20WY, or WV9-1409W &amp; WTP20WY.</p>	<p>The Good Guys up to 30km premium delivery service</p> <p>OR</p> <p>The Good Guys up to 30km standard delivery service (Metro Melbourne only)</p>

**TERMS AND CONDITIONS**

1. Excludes eBay and Metro Melbourne. Standard delivery will still be available to Metro Melbourne customers.
2. Instructions on How to Claim form part of these Terms and Conditions. Participation in this offer is deemed acceptance of these Terms and Conditions. Offer not valid in conjunction with any other The Good Guys offer.
3. To be eligible to receive a Bonus claimants must purchase the Model in a single transaction from participating The Good Guys stores during the Promotion Period.
4. Eligible transactions must be started and be completed during the Promotion Period.
5. In instances where items are required to be placed on order by a participating store, full payment must be made during the Promotion Period to be eligible.
6. Purchases made using interest free finance are eligible for this bonus offer.
7. **If delivery and/or installation services becomes unavailable at The Good Guys due unforeseen circumstances, or other circumstances or measures taken to protect the health and safety of our customers and staff, The Good Guys will suspend or cancel the Promotion until the service is available. Customers with outstanding orders at the time of the service becoming unavailable will be contacted by The Good Guys to arrange a safe time for the service to be performed. If a suitable time cannot be arranged the customer will be offered a refund for their purchase.**
8. To claim "Up to 30km Bonus Premium Delivery", customer must refer to this promotion and request delivery from The Good Guys at the point of sale upon Purchase. Customers will need to provide their first name, surname, current residential address and telephone number to The Good Guys, and agree a delivery time.
9. For the purposes of these Conditions, the following definition applies: "Up to 30km Bonus Premium Delivery" means standard delivery free of charge up to 30kms for purchases of the eligible Product, unpacking and placement of product in customer's desired position, connecting the item if a basic plug is required, removing all packaging and old appliance if required. Any delivery charges after 30km has been reached will be at the customer's own expense. Excludes purchases made on The Good Guys website and The Good Guys eBay store.
10. Delivery time and location is agreed with The Good Guys, Promoter accepts no liability for any delays or changes to the delivery time.
11. Customer is responsible for ensuring that there is sufficient access available for delivery. Customer acknowledges that in the event product must be disassembled or access is restricted that additional charges may be charged by The Good Guys. Promoter is not liable for any redelivery fees if the items cannot be delivered for any reason, such as access problems, if no person is at the delivery address on the day of delivery, or the delivery is cancelled by the customer.
12. To be eligible to claim, a functioning email address must be supplied. **The Promoter** will not accept liability for claims arising from missing or invalid email addresses.
13. Promotion only open to Australian permanent residents aged 18 years or over.
14. Employees of any The Good Guys store and their immediate families or agencies associated with this Promotion are ineligible to Claim.
15. Incomplete, indecipherable or illegible Claims will be deemed invalid.
16. Multiple Claims are not permitted, only one Claim per household address and email address will be allowed. Only one Claim per docket and customer will be allowed.
17. Claimants must retain their original The Good Guys purchase tax invoice(s) for all Claims as proof of purchase of the Model. Failure to produce the proof of purchase for all Claims when requested may, in the absolute discretion of **the Promoter**, result in invalidation of Claim and forfeiture of any right to a Bonus.
18. If there is a dispute as to the identity of a claimant, the claimant will be deemed to be the person in whose name the purchase tax invoice was issued.
19. **The Promoter's** decision is final and no correspondence will be entered into.
20. If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of **the Promoter**, **the Promoter** reserves the right, in its sole discretion, to the fullest extent permitted by law (a) to disqualify any claimant; or (b) subject to any written directions from a regulatory authority, to modify, suspend, terminate or cancel the Promotion, as appropriate.

21. Except for any liability that cannot be excluded by law, **the Promoter** (including its officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under **the Promoter's** control); (b) any theft, unauthorised access or third party interference; (c) any Claim or Bonus that is late, lost, altered, damaged or misdirected (whether or not after their receipt by **the Promoter**) due to any reason beyond the reasonable control of **the Promoter**; (d) any tax liability incurred by a claimant; or (e) use of the Bonus.
22. All entries become the property of **the Promoter**. **The Promoter** collects personal information about you to enable you to participate in this Promotion. **The Promoter** is committed to maintaining your privacy, and we want you to understand how we use and manage your data. In order to improve our services and provide better content **The Promoter** may keep track of patterns of use in the e-mails and e-mail newsletters sent. Please review our privacy statement for additional information. By supplying **the Promoter** your information, you have given us permission to communicate to you via mail, e-mail, SMS, MMS, Facebook, Twitter and telephone indefinitely to inform you about products and services we deliver relevant to our industry. If you wish to obtain a copy of our data privacy policy, access the personal information we hold about you or if your personal information is inaccurate, incomplete out dated or to unsubscribe, please contact our Privacy Officer, The Good Guys, 15 Vaughan Street, Essendon Fields, 3041.
23. **The Promoter** is The Good Guys Discount Warehouses (Australia) Pty Ltd (ABN 48 004 880 657) of 15 Vaughan Street, Essendon Fields VIC 3041.