

**Free Premium Delivery on selected LG Fridges Up to 30km Promotion (“Promotion”)
Full Terms and Conditions**

TERMS AND CONDITIONS

1. To be eligible, customers must purchase a selected LG Fridge listed in the Table below (“Applicable Model”) during the period 8 July 2020 to 2 August 2020 inclusive (“Promotion Period”) from The Good Guys, in-store or online, to receive The Good Guys up to 30km premium delivery service for free (“Bonus”).

Applicable Models	Bonus
GB-455PL, GB-455WL, GB-455BTL, GB-455MBL, GT-442SDC, GT-442WDC, GT-515SDC, GT-515WDC, GB-455UPLE	The Good Guys up to 30km premium delivery service

2. Excludes eBay.
3. To be eligible to receive a Bonus claimants must purchase the Applicable Model in a single transaction from participating The Good Guys store or online 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 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 Free 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. For purchases made online, customers will be contacted via phone to arrange a suitable delivery time.
9. For the purposes of these Conditions, the following definition applies: “Up to 30km free Premium Delivery” means premium delivery free of charge up to 30kms for purchases of the eligible Product. Any delivery charges after 30km has been reached will be at the customer’s own expense.
10. “Premium Delivery” is defined as the good being delivered to your premises, unboxed and placed in the room of choice. Any securing tapes, straps or bolts will be removed. Any standard inclusions e.g. shelves, drawers, handles, kickboards, will be setup. Manufacturer instruction manuals, warranty information etc. will be separated from the packaging and

handed to you or placed close to the goods. The Good Guys delivery team will plug in, power on and level fridges, freezers and dryers. The Good Guys will not make connections if existing cords & hoses supplied as standard, are not within reach of fittings, the existing fittings are not compatible, modifications to cabinetry are required, or it would be unsafe to make a connection (e.g. a leaking tap, a damaged power outlet). If The Good Guys are unable to make a connection, The Good Guys will advise you why. If the goods has 'Smart' type features, The Good Guys delivery team do not enable these. The Good Guys delivery team, do not demonstrate the functioning of the goods. If the existing goods have not been disconnected or removed from current location, The Good Guys may not be able to complete the standard connection service. All packaging supplied with the product will be removed from your premises at the time of delivery. The Good Guys do not remove merchandise labels from the goods. The Good Guys delivery team cannot return at a later time or date to collect packaging. As part of our premium home delivery service, The Good Guys delivery team will also remove an appliance of similar size to the one purchased. The appliance requiring removal must be disconnected, emptied and clean ready for removal at the time of delivery. At your request, in lieu of removal The Good Guys delivery team will relocate your old appliance on your premises, providing it is safe and reasonable to do so however the delivery team will not reconnect it. Under no circumstances do The Good Guys delivery teams mount goods to walls or to cabinetry, even if this is to an existing fixture. No additional services will be performed for miscellaneous items e.g. TVs, microwaves, portable goods that you have requested with your delivery.

11. Delivery time and location is agreed with The Good Guys, Promoter accepts no liability for any delays or changes to the delivery time.
12. 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.
13. 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.
14. Promotion only open to Australian permanent residents aged 18 years or over.
15. Employees of The Good Guys and their immediate families or agencies associated with this Promotion are ineligible to Claim.
16. Incomplete, indecipherable or illegible Claims will be deemed invalid.
17. 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.
18. 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.
19. 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.

20. **The Promoter's** decision is final and no correspondence will be entered into.
21. 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 applicable written directions from a regulatory authority, to modify, suspend, terminate or cancel the Promotion, as appropriate.
22. 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; (d) any tax liability incurred by a claimant; or (e) use of the Bonus.
23. All entries become the property of **the Promoter**. The Promoter's privacy policy (available on The Good Guys' website at: <https://www.thegoodguys.com.au/privacy-policy>) contains information about how The Promoter will handle your personal information, and other information required to be disclosed to you under the Privacy Act. You should read this policy before providing any personal information to The Promoter. **The Promoter** collects personal information about you to enable you to participate in this Promotion. 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. By supplying **the Promoter** with your personal information for this Promotion, you have given us permission to communicate to you via mail, e-mail, SMS, MMS, Facebook, Twitter and telephone indefinitely to inform you about our products and services. If you wish to obtain a copy of our 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 either by email to privacy@thegoodguys.com.au or by post to The Good Guys, **PO BOX 5190 South Melbourne VIC 3205**.
24. Participation in this Promotion is deemed acceptance of these Terms and Conditions. By entering the Promotion, the participant consents to The Good Guys contacting them about promotional offers and exclusive content.
25. **The Promoter** is The Good Guys Discount Warehouses (Australia) Pty Ltd (ABN 48 004 880 657) of 60 City Road, Southbank VIC 3006.