

**The Good Guys up to 30km Bonus Delivery & Wall Mount Installation on Selected Samsung & LG TVs
("Promotion")**

Full Terms and Conditions

TERMS AND CONDITIONS

1. To be eligible, customers must purchase a Selected Samsung or LG TV listed in the Table below ('Model') during the period 6PM 16 September 2020 to 30 September 2020 inclusive ('Promotion Period') from The Good Guys, in-store or online, to receive The Good Guys Bonus Standard Delivery and Wall Mount installation ("Bonus"). **Due to Level 4 restrictions, installation is not available in Metro Melbourne. Eligible customers who qualify for the Bonus in Metro Melbourne will receive up to 30km standard delivery only.**

Eligible model(s):	Bonus
QA75Q70TAWXXY, QA85Q70TAWXXY, QA75Q80TAWXXY, QA85Q80TAWXXY, OLED65CXPTA, OLED65GXPTA, 65NANO95TNA, QA75Q95TAWXXY	The Good Guys up to 30km Standard Delivery and Wall Mount Installation service OR The Good Guys up to 30km standard delivery service (Metro Melbourne only)

2. Bonus will be issued at point of sale.
3. Excludes eBay purchases.
4. 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.
5. Offer not valid in conjunction with any other The Good Guys offer.
6. To be eligible, customer's delivery address must be within 30km of any The Good Guys store.
7. To be eligible to receive up to 30km Bonus Delivery and Wall Mount Installation claimants must purchase the Model in a single transaction from a participating The Good Guys, in-store or online during the Promotion Period.
8. Eligible transactions must be started and be completed during the Promotion Period.
9. Wall Mount Installation includes the installer attending the customer's agreed address within 30km of the store of purchase. Installer will advise and agree on a preferred wall installation point of new TV, unpack & inspect the new TV ensuring all parts and accessories are accounted for, wall mount a wall mounting bracket (supplied by the customer) to the agreed position, safely mount the new TV on to the newly mounted bracket, connect the newly mounted TV to an existing power & antenna point within 1 metre of the TV's installation point, tune TV to available local free to air TV stations, connect up to 2 Basic components (with customer supplied or in store purchased cables) & give basic demonstration. Concealing of cables is not included, however installation upgrades are available at an additional cost. Upgrade installation costs can be obtained from your local The Good Guys store.

10. TVs 60-inches and above will require delivery and installation from separate representatives. Your local The Good Guys store will be able to give you an indication of when to expect delivery, and when to expect installation.
11. 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.
12. For orders placed in store, wall mount installation will be arranged with you at point of sale. For orders placed online, our contact centre will contact you to arrange installation or you can call 1300748190. To find out more about home installation, please visit www.thegoodguys.com.au/concierge/home-installation.
13. Purchases made using interest free finance are eligible for this bonus offer.
14. To claim "Up to 30km Bonus Standard Delivery & Wall Mount Installation", customer must refer to this promotion and request Delivery and Wall Mount Installation from The Good Guys at the point of sale upon purchase in store. Customers will need to provide their first name, surname, current residential address, email and telephone number to The Good Guys, and agree to a delivery and installation date
15. For the purposes of these Conditions, the following definition applies: "Up to 30km Bonus Delivery and Standard Wall Mount installation" means standard delivery free of charge up to 30kms and standard wall mount installation free of charge for purchases of the eligible Product. Any delivery charges after 30km has been reached will be at the customer's own expense. Any additional installation upgrades not included as part of standard wall mount installation will be at the customer's own expense.
16. Delivery time and location is agreed with The Good Guys, Promoter accepts no liability for any delays or changes to the delivery time.
17. Customer is responsible for ensuring that there is sufficient access available for delivery and installation. 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 or installation fees if the items cannot be delivered or installed for any reason, such as access problems, if no person is at the delivery and installation address on the day of delivery and installation, or the delivery and installation is cancelled by the customer.
18. 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.
19. Promotion only open to Australian permanent residents aged 18 years or over.
20. 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.
21. 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.
22. **The Promoter's** decision is final and no correspondence will be entered into.
23. 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.

24. 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.
25. 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 in order to conduct the promotion and may, for this purpose, disclose such information to third parties, including, but not limited to, offer suppliers and as required, to Australian regulatory authorities; entry is conditional on providing this information. 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**.
26. **The Promoter** is The Good Guys Discount Warehouses (Australia) Pty Ltd (ABN 48 004 880 657) of 60 City Road, Southbank VIC 3006.