

ONLINE ONLY: THE GOOD GUYS STORE CREDIT ACROSS A HUGE RANGE OF APPLIANCES
TERMS AND CONDITIONS

1. Participation in this offer is deemed acceptance of these Terms and Conditions.
2. To be eligible to receive a Store Credit the Participant must:
 - I. Place items in the shopping cart online at thegoodguys.com.au that are not part of the exclusions list in the table below,
 - II. Spend over the minimum nominated amount (in the table below) in a single transaction online,
 - III. Pay in full for the purchase from Wednesday 6pm (AEDT) 28th October to 11.59pm (AEDT) Friday 30th October 2020 at ("Promotion Period") and,
 - IV. Take receipt of their purchase by 5pm (AEDT) 9th November 2020.
3. No claim required. Qualifying customers will receive their store credit on the 12th November 2020 to the email address provide when the order is paid for online.

Transaction Value

TRANSACTION VALUE	STORE CREDIT AMOUNT
\$200 - \$349.99	\$40
\$350 & Above	\$60

EXCLUSIONS LIST	
Brand or Category	Details
APPLE	Excludes Apple Care, iPhones, iPads, Apple Watch & Apple Accessories & Apple AirPods. All Apple products.
GAMING	Excludes all Gaming Consoles, Gaming Laptops, Gaming Accessories, Gaming Monitors and Video Games.
COMPUTERS, TABLETS, LAPTOPS, TECH GADGETS and TECH ACCESSORIES.	Excludes all Desktop, Laptops, Notebooks, Apple Mac & MacBooks, Microsoft surface products, 2-in-1 Laptops and Modern PCs, iPad, Tablets & E-Readers, Printers paper & ink, Monitors, Networking, Software & Software, All Tech Accessories and Tech Gadgets/Drones.
MOBILE PHONES & MOBILE PHONE PLANS	Excludes all mobile phones, Apple iPhones, Unlocked Mobile Phone, Prepaid mobiles and all Mobile phone plans.
COOKING PACKAGES	Excludes cooking packages
MIELE	Excludes all Miele products, except Miele Vacuum Cleaners
SMEG	Excludes SMEG Portofino Products and SMEG Small Kitchen Appliances
ASKO	Excludes all ASKO Products
AEG	Excludes all AEG Products
LA GERMANIA	Excludes all La Germania Products
NEFF	Excludes all Neff Products

DIGITAL VOUCHERS & GAMING CREDITS	
GIFT CARDS & MUSIC CARDS	
HOME SERVICES, DELIVERY & INSTALLATION	
GOLD SERVICE EXTRAS	
IN STORE ONLY PRODUCTS	
SPECIAL ORDERS	

4. Excludes purchases made on The Good Guys eBay store, in store, over the phone and Commercial orders
5. Offer is only available to Australian residents.
6. Customer must be and remain opted in to receive Marketing materials from The Good Guys until 12th November 2020.
7. Limit of One (1) credit issued per customer for this promotion. Customers may qualify to receive additional store credit through other promotions running concurrently provided both qualifications are met.
8. Store Credit will expire at 11:59pm Wednesday 18th November, 2020.
9. A previously earned Store Credit cannot be used to gain another store credit.
10. Employees of The Good Guys are not eligible for this promotion.
11. Purchasers must retain their original The Good Guys purchase tax invoice(s) with associated customer's email address as proof of purchase. Failure to produce the proof of purchase when requested may, in the absolute discretion of the Promoter, result in forfeiture of any right to a Store Credit. The Good Guys purchase tax invoice(s) must clearly specify the store of purchase where the purchase was made during the Promotion period.
12. Participation in this offer is deemed acceptance of the Terms and Conditions.

AFTER YOU RECEIVE YOUR STORE CREDIT.

1. Store Credit can only be used on ticket price – no further discounts apply.
2. Store Credit can be used in-store and online at The Good Guys, but excludes The Good Guys eBay and Commercial stores.
3. Store Credit barcode is unique and can only be redeemed once.
4. Store Credit cannot be used in conjunction with any other Store Credit offers or to qualify to receive another Store Credit.
5. Store Credit cannot be used for payment on any existing orders.
6. Store Credit cannot be exchanged for cash or used to lay-by. Cash will not be given for any unused balance on the Store Credit.
7. Goods that have been purchased using a Store Credit and are returned will be issued a store credit.
8. Store Credit only valid when purchasing physical product and excludes Gift Cards, E-pay cards (including Spotify, Netflix, gaming cards, software subscriptions or mobile phone recharges), Gold Service Extras, delivery, Mobile Plans, The Good Guys Home Services installation and Tech Services. Store credit cannot be used to purchase Apple, AEG, Asko, Miele, Neff, La Germania, and Falcon products.

The Good Guys reserves the right to change any terms contained in these Terms of Use at any time. In these Terms and Conditions, "The Good Guys" means The Good Guys Discount Warehouse (Australia) Pty Ltd (ABN 48 004 880 657) of Podium Level 60 City Road, Southbank VIC 3006.

FREQUENTLY ASKED QUESTIONS

Are there any exclusions?

Yes, exclusions apply. Offer not valid when purchasing gift cards, iTunes cards, Gold Service Extras, Netflix, Delivery, The Good Guys Home Services installation, Tech Services, All Apple Products, Desktops, Laptops, iPads, Tablets, Gaming, Video Games, Gaming Monitors, Networking, Software, & Accessories, Printers, Paper & Ink, Tech Gadgets, Drones, Mobile Phones, Mobile Plans, Cooking Packages, AEG, ASKO, Smeg Portofino Products, Smeg Fridges, Miele, Neff, Bertazzoni, La Germania, Falcon, Digital Vouchers, Gaming Credits, Special Orders and In Store Products.

Excludes purchases made in store, on eBay, over the phone and Commercial orders.

How long will it take to receive my store credit?

Eligible customers will be sent their Store Credit via email by the 12th November, 2020.

If I make separate purchases will I receive multiple store credits?

No, A limit of One (1) credit issued will be issued per customer for this promotion. The customer will receive the highest store credit amount eligible on a single docket.

Can I use my store credit immediately on my next purchase?

No, store credits will be issued no later than the 12th November, 2020. You will be able to use your store credit after you receive it via email.

How do I receive my store credit?

Qualifying customers will receive their store credit on the 12th November, 2020 to the email address or mobile phone number provide when the order is paid for online or over the phone. Store Credit Vouchers can be used on www.thegoodguys.com.au or at any local The Good Guys Store.

How long do I have to use my store credit?

The store credit will expire within seven (7) days of store credit email dispatch.