

Concierge Members Tiered Store Credit Offer Terms and Conditions:

1. On Thursday 20 August 2020, invited Concierge members (invitees) will receive an email inviting them to participate in an exclusive tiered Store Credit Offer.
2. To qualify to receive a Bonus Store Credit to use on their next purchase the invitee must spend over the nominated transaction values below in one transaction, online or in store from Thursday 20 August, 2020 to 5:59PM AEST Wednesday 26 August 2020.

Transaction Values	Bonus Store Credit
\$300 - \$399	\$40
\$400+	\$70

1. Invitee must have collected/had their product(s) delivered in full by Sunday 6 September 2020.
2. Excludes purchases made on eBay and Commercial stores.
3. This offer is an additional reward to your Concierge membership that is only available to Concierge members who have been invited to participate (Invitee). Limit 1 per Concierge member.
4. Offer not valid when purchasing gift cards and Epay cards including spotify, Netflix, gaming cards, software cards and mobile phone recharge , Gold Service Extras, delivery, The Good Guys Home Services installation and excludes Apple, AEG, ASKO, Smeg Portofino, Miele, Neff, Bertazzoni, La Germania and Falcon.
5. Invitee must purchase using their email address which they received this exclusive credit invite.
6. Invitee is not required to lodge a claim. Eligible invitee will receive their Bonus Store Credit via email on Wednesday 9 September 2020.
7. Invitee must be and remain opted in to receive Concierge Marketing materials from The Good Guys until the Credit Dispatch Date.
8. Store Credit will expire within seven (7) days of the Credit Dispatch Date.
9. A previously earned Store Credit cannot be used to gain another store credit.
10. Employees of The Good Guys who are Concierge members who have been invited are eligible if they purchase the goods at retail price.
11. Participation in this offer is deemed acceptance of the Terms and Conditions.

AFTER YOU RECEIVE YOUR STORE CREDIT.

12. Store Credit can only be used on ticket price – no further discounts apply.
13. Store Credit can be used in-store and online at The Good Guys, but excludes The Good Guys eBay and Commercial stores.
14. Store Credit barcode is unique and can only be redeemed once.
15. Store Credit cannot be used in conjunction with any other Store Credit offers or to qualify to receive another Store Credit.
16. Store Credit cannot be used for payment on any existing orders.
17. 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.
18. Goods that have been purchased using a Store Credit and are returned will be issued with a The Good Guys gift card.
19. Store Credit only valid when purchasing physical product and excludes Gift Cards, Epay cards (including spotify, Netflix, gaming cards, software subscriptions or mobile phone recharges), Gold Service Extras, delivery, 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.

20. 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.

FAQs - The Good Guys Concierge Member Tiered Store Credit Promotion

How do I get this offer?

To get a bonus store credit it is required that a qualifying transaction is made within the promotional period, ensuring your transaction value is within the applicable tiers. Ensure you use your first name, last name and the mobile number and email associated with your Concierge membership when making your purchase and pay in full within the promotional period.

If I make more than one purchase will I get more than one bonus store credit?

This promotion is limited to one (1) bonus Store Credit per Concierge member. The minimum spend cannot be accumulated over multiple transactions and members who have purchased more than one Gold Service Extras plan, are not eligible to receive more than one Bonus.

Do I need to lodge a claim to receive my bonus The Good Guys Store Credit?

No, you are not required to lodge a claim to receive your Bonus Store Credit.

How and when will I receive my bonus Store Credit?

If you have made a qualifying purchase, you will be issued your bonus Store Credit via email to the email address that’s associated to your Concierge membership on Wednesday 9 September 2020.

How do I redeem my Store Credit in-store?

Simply present your email when making a purchase to receive the discount off our ticketed price.

How do I redeem my Store Credit online?

Simply enter your unique store credit barcode and PIN in the “pay using Gift Card/eGift Card, Voucher, or Store Credit” section of the payment step when checking out on The Good Guys website.

The screenshot shows a checkout process with three steps: 1. Your Details, 2. Payment, and 3. Confirmation. The 'Payment' step is active, showing 'Your Payment Options'. A modal window titled 'Pay using a Gift Card/eGift Card, Voucher or Store Credit' is open, with a 'Close' button. The modal contains a form with the following fields: 'Enter your GiftCard/Store Credit', 'Number', 'PIN (if applicable)', and 'Where is my number?'. There is an 'UPDATE TOTALS' button and a 'Check balance' link. A large red diagonal watermark with the text 'EXAMPLE ONLY' is overlaid on the entire screenshot.

NB: You cannot use your store credit if you select the PayPal express check out option.

Are there any restrictions on using my bonus Store Credit?

Store Credit can only be used on ticket price of products– no further discounts apply. Store credits can be used in-store or online at The Good Guys, but excludes The Good Guys eBay and Commercial stores. Store credit barcodes are unique and can only be used once. Store credit offer cannot be used in conjunction with any other store credit offers. Store credit cannot be exchanged for Cash or

used to lay-by. Offer not valid when purchasing gift cards and iTunes cards, Gold Service Extras, Netflix, delivery, The Good Guys Home Services installation and Tech Service and excludes Apple, AEG, Asko, Miele, Smeg Portofino, Neff, La Germania and Falcon.

Why do I only have a limited number of days to use my bonus Store Credit?

The Good Guys send Store Credits to our Concierge Member at multiple times throughout the year. To ensure there is no crossover between the different credits we have in circulation in our stores, we space out the number of credits we send an individual. This means we can offer credits more often to more customers.

Why did I receive this email?

As a Concierge Member you made a qualifying purchase between Thursday 20 August – 5:59pm AEST Wednesday 26 August 2020.

Store Credit Terms and Conditions:

No minimum spend. Store Credit can only be used on ticket price – no further discounts apply. Store Credit can be used in-store and online at The Good Guys, but excludes The Good Guys eBay and Commercial stores. Store Credit barcode is unique and can only be redeemed once. Concierge Store Credit offer cannot be used in conjunction with any other Store Credit offers or to qualify to receive another Store Credit. 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. Goods that have been purchased using a Store Credit and are returned will be issued with a The Good Guys gift card. A qualifying Store Credit cannot be used for payment on existing orders. Offer not valid when purchasing gift cards and iTunes cards, Gold Service Extras, Netflix, delivery, The Good Guys Home Services installation and Tech Service and excludes Apple, AEG, ASKO, Smeg Portofino, Miele, Neff, Bertazzoni, La Germania and Falcon. Your Store Credit is valid to the indicated details in your SMS or email that you received. The Good Guys reserves the right to change any terms contained in these Terms of Use at any time.