

**By Invitation only: Concierge Members Tiered Spend and  
Get, up to a Bonus \$80 Store Credit**

**TERMS AND CONDITIONS**

1. On Thursday 26 May 2022, selected Concierge Members will receive an email inviting them to participate in an exclusive offer (Invitee).
2. To be eligible to receive a Bonus Store Credit to use on their next purchase the Invitee must:
  - I. Spend over the minimum nominated amount (in the table below) in one transaction on products that are not part of the exclusions list in the table, in store or online from thegoodguys.com.au using their email address which they received this exclusive credit invite,
  - II. Pay in full for the purchase from Thursday 26 May 2022 to 11:59pm AEST Sunday 29 May 2022 ("Promotion Period") and,
  - III. Have taken receipt of their purchase by 5pm AEST Sunday 5 June 2022.

| Transaction Values | Bonus Store Credit |
|--------------------|--------------------|
| \$400 - \$599      | \$40               |
| \$600+             | \$80               |

3. Qualifying Concierge Members are NOT required to lodge a claim. Eligible Concierge Members will receive their bonus Store Credit via Email or SMS on Thursday 9 June 2022 (Credit Dispatch Date) as long as the goods purchased have been received by 5pm AEST Sunday 5 June 2022.

| EXCLUSIONS LIST             |   |
|-----------------------------|---|
| Brand or Category           | Details   |
| APPLE                       | Excludes all Apple products   |
| DJI DRONES                  | Excludes all DJI drones   |
| GAMING                      | Excludes all Gaming Consoles, Gaming Laptops and Gaming Accessories |
| MOBILE PHONE PLANS          | Excludes all Mobile Phone Plans                                     |
| HOME BROADBAND PLANS        | Excludes all Home Broadband Plans                                   |
| MOBILE BROADBAND DATA PLANS | Excludes all Mobile Broadband Data Plans                            |
| MOBILE EXTRAS               | Excludes all Mobile Extras  |
| LOEWE                       | Excludes all Loewe products   |
| MIELE                       | Excludes all Miele Products, except Miele Vacuums                   |
| SMEG                        | Excludes all SMEG Products  |
| ILVE                        | Excludes all ILVE Products  |
| ASKO                        | Excludes all ASKO Products  |

|  |                                   |
|--|-----------------------------------|
| FFALCON                                | Excludes all FFALCON Products     |
| AEG                                    | Excludes all AEG Products         |
| LA GERMANIA                            | Excludes all La Germania Products |
| NEFF                                   | Excludes all Neff Products        |
| DIGITAL VOUCHERS & GAMING CREDITS      |                                   |
| GIFT CARDS                             |                                   |
| HOME SERVICES, DELIVERY & INSTALLATION |                                   |
| GOLD SERVICE EXTRAS                    |                                   |

4. Excludes purchases made on The Good Guys eBay store and any commercial orders.
5. Offer is only available to invited Australian Concierge Members on personal purchases. Purchases for and in the name of trusts, companies, businesses, commercial, residential developers/developments and by builders, subcontractors, installers, resellers and JB Hi-Fi Group employees are not eligible for the offer.
6. Invitee must be and remain opted in to receive Marketing materials from The Good Guys until Credit Dispatch Date.
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 within seven (7) days of the Credit Dispatch Date.
9. A previously earned Store Credit cannot be used to gain another store credit.
10. Purchasers must retain their original The Good Guys purchase tax invoice(s) with associated customers 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.
11. Participation in this offer is deemed acceptance of the Terms and Conditions.

**AFTER YOU RECEIVE YOUR STORE CREDIT.**

12. Store Credit will expire within seven (7) days of the Credit Dispatch Date.
13. Store Credit can only be used on ticket price – no further discounts apply.
14. Store Credit can be used in-store and online at The Good Guys, but cannot be used on The Good Guys eBay, The Good Guys Commercial website or on any commercial orders.

15. Store Credit barcode is unique and can only be redeemed once.
16. Store Credit cannot be used in conjunction with any other Store Credit offers or to qualify to receive another Store Credit.
17. Store Credit cannot be used for payment on any existing orders.
18. 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.
19. Goods that have been purchased using a Store Credit and are returned will be issued a store credit.
20. 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, Mobile Plans, The Good Guys Home Services installation and Tech Services. Store credit cannot be used to purchase Apple, Loewe, AEG, Asko, Miele, Neff, La Germania, and Ffalcon products.
21. The Good Guys reserves the right to change any terms contained in these Terms of Use at any time subject to the Relevant State Authorities who grant the licences. Changes to Terms of Use will be available online.
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 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.
23. The Promoter's privacy policy (available on The Good Guys' website at: [www.thegoodguys.com.au/privacy-policy](http://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](mailto:privacy@thegoodguys.com.au) or by post to The Good Guys, PO BOX 5190 South Melbourne VIC 3205.

24. 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

### How do I get this offer?

You must have received an Email from The Good Guys inviting you to participate in the promotion. You must spend over the minimum nominated amount (in the table below) online or in store in one transaction on eligible products within the promotional period and take receipt of goods by Sunday 5 June 2022. The products must be purchased on the customer account which has the email address or mobile number the invite was received on attached to it.

| Transaction Values | Bonus Store Credit |
|--------------------|--------------------|
| \$400 - \$599      | \$40               |
| \$600+             | \$80               |

### Are there any exclusions?

Yes, exclusions apply.

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|--|---|
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| DJI DRONES                             | Excludes all DJI drones   |
| GAMING                                 | Excludes all Gaming Consoles, Gaming Laptops and Gaming Accessories |
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| MOBILE EXTRAS                          | Excludes all Mobile Extras  |
| LOEWE                                  | Excludes all Loewe products   |
| MIELE                                  | Excludes all Miele Products, except Miele Vacuums                   |
| SMEG                                   | Excludes all SMEG Products  |
| ILVE                                   | Excludes all ILVE Products  |
| ASKO                                   | Excludes all ASKO Products  |
| FFALCON                                | Excludes all FFALCON Products                                       |
| AEG                                    | Excludes all AEG Products   |
| LA GERMANIA                            | Excludes all La Germania Products                                   |
| NEFF                                   | Excludes all Neff Products  |
| DIGITAL VOUCHERS & GAMING CREDITS      |   |
| GIFT CARDS                             |   |
| HOME SERVICES, DELIVERY & INSTALLATION |   |
| GOLD SERVICE EXTRAS                    |   |

### **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 Thursday 9 June 2022 (Credit Dispatch Date).

### **If I make a separate purchase, will I receive multiple store credits?**

No, a limit of one (1) credit issued will be issued per invitee for this promotion. The invitee 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 on Thursday 9 June 2022. You will be able to use your store credit after you receive it via Email.

### **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.

Checkout 1. Your Details ✓ 2. Payment 3. Confirmation

**Your Payment Options**

Pay using a Gift Card/eGift Card, Voucher or Store Credit Close

Enter your GiftCard/Store Credit

Number  PIN (if applicable)

Where is my number?

**UPDATE TOTALS**

[Check balance](#)

**EXAMPLE ONLY**

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 Ffalcon.

### **How long do I have to use my Store Credit?**

Store Credit will expire within seven (7) days of the Credit Dispatch Date.

### **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.