

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

1. To be eligible to receive a Store Credit the Participant must:
 - I. Place items in the shopping cart that are not part of the exclusions list in the table below,
 - II. Spend over the minimum nominated amount (in the table below) online at thegoodguys.com.au,
 - III. Pay in full for the purchase from 6pm AEST Wednesday 21st July 2021 to 11:59pm AEST Sunday 25th July 2021("Promotion Period") and,
 - IV. Take receipt of their purchase by the 5pm AEST Tuesday 3rd August 2021.

2. Qualifying customers are NOT required to lodge a claim. Eligible customers will receive their bonus Store Credit via Email on Thursday 5th August 2021 (Credit Dispatch Date) as long as the goods purchased have been delivered or collected by 5pm AEST Tuesday 3rd August 2021.

Transaction Value

TRANSACTION VALUE	STORE CREDIT AMOUNT
\$240 - \$359.99	\$40
\$360+	\$60

EXCLUSIONS LIST	
Brand or Category	Details
APPLE	Excludes Apple Care, iPhones, iPads, Apple Watch & Apple Accessories & Apple Airpods. All Apple products.
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
LOEWE	Excludes all Loewe Products
DIGITAL VOUCHERS & GAMING CREDITS	
GIFT CARDS	
HOME SERVICES, DELIVERY & INSTALLATION	
GOLD SERVICE EXTRAS	

3. Excludes purchases made on The Good Guys eBay store, over the telephone, in store, and any commercial orders.
4. Offer is only available to Australian residents 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.
5. Customer must be and remain opted in to receive Marketing materials from The Good Guys until Credit Dispatch Date.
6. 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.
7. Store Credit will expire within seven (7) days of the Credit Dispatch Date on Wednesday 11th August 2021.
8. A previously earned Store Credit cannot be used to gain another store credit.
9. 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.
10. Participation in this offer is deemed acceptance of the Terms and Conditions.

AFTER YOU RECEIVE YOUR STORE CREDIT.

11. Store Credit will expire within seven (7) days of the Credit Dispatch Date on Wednesday 11th August 2021.
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 cannot be used on The Good Guys eBay, The Good Guys Commercial website or on any commercial orders.
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 a store credit.
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, 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 Falcon products.
20. The Good Guys reserves the right to change any terms contained in these Terms of Use at any time.
21. 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.
22. The Promoter's privacy policy (available on The Good Guys' website at: 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.
23. 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 and Tech Services, Computers, Mobile Phones, Mobile Plans, Apple products, AEG, ASKO, Smeg Portofino, Loewe, Miele, Neff, Bertazzoni, La Germania and Falcon, eBay and Commercial stores.

How long will it take to receive my store credit?

Eligible customers will be sent their Store Credit via email by the Thursday 5th August 2021.

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 Thursday 5th August 2021. 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 Thursday 5th August 2021 to the email address provide when the order is paid for online. 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?

1. Store Credit will expire within seven (7) days of the Credit Dispatch Date on Wednesday 11th August 2021.