

**THE GOOD GUYS UP TO \$80 STORE CREDIT WHEN YOU CLICK AND COLLECT**  
**TERMS AND CONDITIONS**

1. Participation in this offer is deemed acceptance of these Terms and Conditions.
2. To qualify to receive a bonus Store Credit to use on their next purchase the Participants must:
  - Purchase an eligible product over the nominated transaction value (indicated in the table below) in a single transaction from [www.thegoodguys.com.au](http://www.thegoodguys.com.au) from 12am AEDT Saturday 16 October 2021 to 11:59pm AEDT Monday 25 October 2021 ("Promotion Period"),
  - Select "Pick Up Your Order in Store" at check out and
  - Collect their purchase from their nominated store by the 5pm AEDT Sunday 31 October 2021.

Transaction Value

TRANSACTION VALUE	STORE CREDIT AMOUNT
\$120 - \$279.99	\$20
\$280 - 439.99	\$40
\$440+	\$80

Excluded Products

EXCLUSIONS LIST	
Brand or Category	Details
APPLE	Excludes All Apple products.
MOBILE PHONE PLANS	Excludes all Unlocked Mobile Phone, Prepaid mobiles and all Mobile phone plans.
HOME BROADBAND PLANS	Excludes all Home Broadband Plans
MOBILE BROADBAND DATA PLANS	Excludes all Mobile Broadband Date Plans
MOBILE EXTRAS	Excludes all Mobile Extras
DJI DRONES	Excludes all DJI DRONES
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 in store, on eBay, over the phone, Commercial orders and any online purchase which are delivered to the customer.
4. Qualifying customers are NOT required to lodge a claim. Eligible customers will receive their bonus Store Credit via email to the email address provided at check out on 11 November 2021.
5. Offer is only available to Australian customers.
6. Customer must be and remain opted in to receive Marketing materials from The Good Guys until the Credit Dispatch Date.
7. Store Credit will expire within 1 week of the Credit Dispatch Date being 18 November 2021.
8. 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.
9. Participation in this offer is deemed acceptance of these 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, 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, 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. The above table indicates which products are excluded. Excludes purchases made in store, on eBay, over the phone, Commercial orders and any online purchase which are delivered to the customer.

How long will it take to receive my store credit?

Eligible customers will be sent their Store Credit via email on 11 November 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 11 November 2021. You will be able to use your store credit after you receive it via email.

How do I receive my store credit?

An email will be sent to the customers nominated email address with a store credit voucher number. Vouchers can be used on [www.thegoodguys.com.au](http://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 one (1) week of store credit email dispatch.