

Concierge \$20 Store Credit Terms and Conditions

You are entitled to Concierge Store Credits for each Gold Service Extras membership you have purchased where you have registered your mobile number or email address with The Good Guys. For each twelve month period from the date of your purchase of Concierge Gold Service Extras, a \$20 Concierge Store Credit for The Good Guys will be sent to you three times each year until your Concierge Gold Service Extras expires. You can receive your Concierge Store Credit via SMS or email, to a valid mobile number or email address provided to Concierge. The method of receiving Store Credits may change from time to time and will be at the discretion of The Good Guys.

Your \$20 Concierge Store Credit can be redeemed either online or at any of The Good Guys stores, by the expiry date specified in the communication. For customers who purchase multiple Gold Service Extras, a maximum of nine \$20 Concierge Store Credits will be issued in any 12 month period from date of purchase. Store Credits are issued per customer. Providing multiple mobile numbers and/or email addresses will not be accepted. Concierge members receive 3 Store Credits per 12 months of their membership, capped at 9 credit for multiple plan holders.

You must opt in to receive Concierge communications in order to receive Concierge Store Credits. If you do not opt in, or later choose to opt out of receiving communications from Concierge, you will forfeit your entitlement to Concierge Store Credits that would otherwise have been sent to you during the period you have chosen not to receive Concierge communications. If you have chosen to opt back into receiving Concierge communication you won't receive previous Store Credits.

- 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 cannot be used in conjunction with any other Store Credit offers or to qualify to receive another Store Credit.
- Store Credit cannot be used for payment on any existing orders.
- 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.
- Store Credit 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 Portafino, Miele, Neff, Bertazzoni, La Germania and Falcon.
- The Terms and Conditions of \$20 Concierge Store Credits are subject to change without notice, including individual outlets where the credits can be redeemed and whether a minimum spend is required before their use.
- Your Store Credit is valid to the indicated details in your SMS or email that you received.

FAQs

What are Concierge \$20 Store Credits?

You are entitled to 3 x \$20 Concierge Store Credits every 12 months for each Gold Service Extras membership you have purchased. You must remember to register your mobile number or email address with The Good Guys to receive Store Credits*. Store Credits can be redeemed online or at any of The Good Guys stores across Australia on our huge range of eligible products^.

*Concierge members receive 3 Store Credits per 12 months of their membership, capped at 9 credits for multiple plan holders.

^Some exclusions apply – for more information please refer to the full Terms and Conditions.

How will I receive the Concierge \$20 Store Credit?

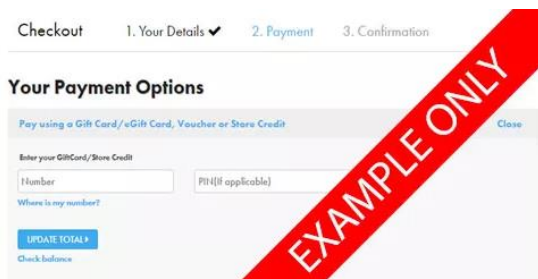
You can receive your Concierge Store Credit via SMS or email, to a valid mobile number or email address in your Concierge membership. The method of receiving store credits may change from time to time and will be at the discretion of The Good Guys.

How do I redeem my Store Credit in-store?

Simply present your SMS/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.



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

Are there any items excluded from this promotion?

Purchases of any Apple, AEG, ASKO, Miele, Neff, Bertazzoni, La Germania, Falcon and purchases via eBay, delivery, The Good Guys Home Services installation and Tech Support, Gold Service Extras or iTunes, Netflix and The Good Guys gift card purchases do not qualify for this promotion.

When are Concierge \$20 Store Credits sent?

Concierge \$20 Store Credits are sent to members at various times throughout the year. As different people purchase a plan at different times we don't have specific dates when each member will receive their credits.

I have purchased more than one Gold Service Extra's. Am I entitled to more than one store credit?

For each Gold Service Extras you have purchased you are entitled to three \$20 Concierge Store Credits every 12 months from the date of purchase, up to a maximum of nine per year.

Please note: To receive Concierge Store Credits, you must ensure that you opt in to receive Concierge communication. If you do not opt in, or later choose to opt out of receiving communication, you will forfeit your entitlement to receive Concierge Store Credits during the period you have chosen not to receive Concierge communication.

Can I hold onto Concierge \$20 Store Credits and use them when I have received all three for the year?

No. Concierge \$20 Store Credits expiry date will be indicated in the details of your SMS or email that you received— so you need to shop fast when you receive them.

Why do I only have a limited number of days to use my store credit?

The Good Guys send Store Credits to our Concierge Members 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.

Can I give my Concierge \$20 Store Credits to a family to use?

Sure. Each Store Credit has a single use barcode, so just make sure you give it to one family member or friend to use.

Why did I receive this SMS and/or email?

As a Concierge member you are entitled to three \$20 Concierge Store Credits every 12 months from the date of purchase.

I bought Gold Service Extras last week and still haven't received a Concierge \$20 Store Credit?

Concierge \$20 Store Credit are issued at various times during the 12 months of your plan. You could get one when you first sign up, or in a couple of months. Rest assured you will receive all three within the 12-month period.

How do I manage my email and SMS preferences?

You can change the way we issue your store credits and contact you about the latest Concierge member offers. To manage your preferences, click [here](#).