

## Gold Service Extras 30 Day Price Guarantee – Terms and Conditions

To be eligible for a Gold Service Extras 30 day price guarantee claim, You must have purchased Your Enrolled Product with The Good Guys Gold Service Extras, found a lower price at The Good Guys or an approved competitor (see below) and lodged a claim online (at [www.thegoodguys.com.au](http://www.thegoodguys.com.au)) within 30 calendar days of Your purchase date. 30 Day price guarantee claims cannot be made in store.

Evidence of the lower advertised online price must be provided at the time the claim is made. Payment for the relevant purchase must have been paid in full and the Enrolled Product taken or delivered (if applicable). We will verify that any competitor price is current and that the item is available for immediate sale and delivery. The lower advertised price must be for the same brand and model as Your Enrolled Product, and be covered by a warranty issued by the manufacturer which is applicable in Australia. The price must be in Australian dollars and include all fees and taxes.

Claims under the Gold Service Extras 30 day price guarantee are limited to individual shoppers. Claims by corporate or business customers are not permitted. There is a limit of one claim per Enrolled Product. Once a claim under the 30 day price guarantee in respect of an Enrolled Product claim is lodged, no future claims can be made in respect of that Enrolled Product.

Gold Service Extras 30 day price guarantee claims can only be made in respect of prices advertised on The Good Guys website or on the websites of 11 nominated competitors (Appliances Online, Big W, Bing Lee, David Jones, Harvey Norman, JB HiFi, Joyce Mayne, Myer, Retravision, Target, and Officeworks).

The Gold Service Extras 30 day price guarantee claims are not available for advertising errors or misprints, negotiated prices, promo code and finance offers, or cash backs including where offered directly by a supplier or a third party. Gold Service Extras 30 day price guarantee claims are not available for percentage off and other sales events offered by The Good Guys and The Good Guys Gold Service Extras, bonus offers, limited or minimum quantity offers, clearance and items sold on marketplace websites such as eBay and Amazon or any brand such marketplace websites sell on behalf of a third party supplier under an agency agreement.

The Good Guys Gold Service Extras members who lodge a claim for a 30 day price guarantee agree to receive Gold Service Extras Member Communications. Members can opt out of receiving marketing material at any time by updating their preferences via [www.thegoodguys.com.au/contact-gold-service-extras-team](http://www.thegoodguys.com.au/contact-gold-service-extras-team).

Eligible claims will receive 120% of the purchase price difference back as a Store Credit and issued within 5 business days, as determined by Us. Store Credit is valid for 90 days from date of issue and is subject to [Store Credit Terms and Conditions](#). Claims may be rounded up to the nearest dollar at the discretion of The Good Guys. A valid email address and mobile number must be supplied on the on-line claim form.