

The Good Guys Bonus \$100 Realca\$h on a range of Panasonic Reverse Cycle Split Systems ("Promotion")

**TERMS AND CONDITIONS**

1. To be eligible for Realca\$h ("Bonus") for the amount listed in the table below customers must:
  - I. Select an eligible product as listed in the table below from any The Good Guys store, over the phone or online,
  - II. Pay the full ticket price for the product at point of purchase from Friday 14 January 2022 to 11:59PM AEDT Wednesday 2 February 2022 ("Promotion Period") and
  - III. Have taken receipt of the goods by 11:59pm AEDT on 16 February 2022.

Eligible Product	Bonus Realca\$h® Amount
CS/CU-Z25XKR, CS/CU-Z35XKR, CS/CU-Z50XKR	\$100

- 2) Excludes purchases made on The Good Guys eBay store and any commercial orders.
- 3) To receive the Bonus, eligible customers must lodge a claim ("Claimant") by visiting [www.thegoodguys.com.au](http://www.thegoodguys.com.au) and select the Promos and Catalogues tab at the top of the page, then select 'Bonus Offers' and follow the prompts to the claim form ("Claim").
- 4) All Claims must be received by 11:59pm AEDT on 16 February 2022.
- 5) Realca\$h can be taken in the form of a Digital Visa Card or electronic bank transfer. To make the selection Claimants will receive a confirmation email from [info@realcashpromo.com.au](mailto:info@realcashpromo.com.au) once the Realca\$h claim has been validated. The Claimant will be required to enter their email address and Reference Number provided within their confirmation email, and then select their Realca\$h option in the secure portal. If Digital Visa is selected the Claimant will receive their Realca\$h Digital Visa within 7 business days. If bank transfer is selected the Claimant must provide their bank details at this time. Upon receiving valid bank details, funds will be transferred into the Claimants account within 14 business days.
- 6) Changes of nominated bank account, email address or mobile numbers will not be permitted once supplied. If incorrect details are supplied the Claimant forfeits the Realca\$h amount and cannot reclaim.
- 7) The Realca\$h Digital Visa will expire within 1 year from the date it is received. Realca\$h Digital Visa cards can be used to purchase goods wherever Visa is accepted however, cannot be used to withdraw cash.
- 8) In instances where items are required to be placed on order by a participating store, full payment must be made during the Promotion Period to be eligible.
- 9) Purchases made using interest free finance are eligible for this bonus offer.
- 10) Offer not valid in conjunction with any other The Good Guys offer.

- 11) To be eligible to claim, a functioning email, Mobile number and postal address must be supplied. The Promoter will not accept liability for costs or claims arising from missing or invalid addresses and/or bank account details. Changes of nominated Claimant details will not be permitted after Claims have closed.
- 12) Promotion only open to Australian permanent residents aged 18 years or over who make a purchase for personal use only. 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.
- 13) Incomplete, indecipherable or illegible Claims will be deemed invalid.
- 14) There will be a limit of one (1) Claim per customer/address.
- 15) Claimants must retain their original The Good Guys purchase tax invoice(s) for all Claims as proof of purchase of the Product(s). Failure to produce the proof of purchase for all Claims when requested may, in the absolute discretion of the Promoter, result in invalidation of Claim and forfeiture of any right to the Bonus.
- 16) If there is a dispute as to the identity of a claimant, the claimant will be deemed to be the person in whose name the purchase tax invoice was issued.
- 17) The Promoter's decision is final and no correspondence will be entered into.
- 18) If the Realca\$h® Digital Visa is deleted or lost, it will not be replaced, refunded or redeemed. The claimant must then follow the prompts to Realca\$h® Digital Visa Gift Card by the specified dates. The Realca\$h® Digital Visa Gift Card is subject to the terms and conditions at <https://truerewards.com.au/terms-and-conditions>. Any unused balance will not be refunded or credited. If the Realca\$h® Digital Visa is stolen, phone 1800 850 821 to cancel your card and have it reissued (charges apply). To check your balance, refer to your True Rewards mobile application.
- 19) Realca\$h is managed by iGoDirect Group P/L 41 Stubbs Street Kensington VIC 3031.
- 20) Digital Gift Cards are issued by Flexewallet Pty Ltd ABN 16 164 657 032 ("Issuer") at the request of iGoDirect Group Pty Ltd ACN 110 897 320 ("iGoDirect"). iGoDirect has all rights in relation to the True Rewards eGift Card Platform and the Widgets ("True Rewards"). The Issuer uses ANZ as an authorised deposit-taking institution and is a member of Visa.
- 21) The Promoter reserve 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 in store.
- 22) The Promoter, in its discretion, reserves the right to substitute Realca\$h® with an offer to the equal value and/or specification, subject to any written directions from a regulatory authority.
- 23) If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law (a) to disqualify any claimant; or (b) subject to any written directions from a regulatory authority, to modify, suspend, terminate or cancel the

Promotion, as appropriate.

- 24) 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 for Realca\$h 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.
- 25) The Promoter's privacy policy (available on The Good Guys' website at: <https://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
- 26) The Promoter is The Good Guys Discount Warehouses (Australia) Pty Ltd (ABN 48 004 880 657) of 60 City Rd, Southbank VIC 3006.