

## Rinnai Heating Promotion – Spread the Warmth Terms & Conditions

1. The promoter is Rinnai Australia Pty Ltd, 100 Atlantic Drive Keysborough, VIC ABN 74 005 138 769 (“**Rinnai**”).
2. By making a claim for an EFTPOS Gift Card and a pre-winter service under Rinnai’s ‘Spread the Warmth’ Promotion (“**Claim**”), the Claimant agrees with these terms and conditions.
3. The EFTPOS Gift Card and pre-winter service Offer (“**Offer**”) is available to Australian residents, who are not retailers or re-sellers of Rinnai’s products, or the employees and family members of such retailers or re-sellers of Rinnai’s products.
4. Rinnai reserves the right to refuse any Claim if the Product is returned to the point of sale.
5. Each Claim can only be lodged by an individual consumer for a single Participating Product. Plumbers/builders and all Corporate entities are not eligible to make a Claim. The Claimant may submit up to three (3) Claims per installation address, per individual, provided that each Claim corresponds to a purchase of a Participating Product. Maximum of three (3) Claims per installation address.
6. All Claims must comply with the requirements of these terms and conditions and are subject to verification by Rinnai. Rinnai reserves the right to reject any Claim that does not comply with these terms and conditions. Illegible, incorrect, incomplete or indecipherable Claims will be deemed invalid.
7. This Offer commences at **12:01AM 13/07/2015** and entries must be received by **5.30PM 14/09/2015** (“**Offer Period**”).
8. This Offer only applies to the purchase and installation of the following Rinnai Heaters (“**Participating Products**”), which must be purchased on or between 12:01AM 13/07/2015 to 11:59PM 31/08/2015 (“**Purchase Period**”):

<b>Participating Products</b>	<b>Product Code</b>	<b>EFTPOS Gift Card Amount</b>
<b>Flued Heating</b>		
2001 Inbuilt, 2001 Console	2001IN, 2001IMBN, 2001CN, 2001CMBN	\$150
Spectrum Inbuilt, Spectrum Console	SPEIN, SPEIMBN, SPECN, SPECMBN	\$150
Ultima II Inbuilt, Ultima II Console	ULT2IN, ULT2IL, ULT2IGN, ULT2IGL, ULT2CN, ULT2CL, ULT2CGN, ULT2CGL	\$150
Energysaver 309FT	309FTN, 309FTL, K309FTN, K309FTL	\$150
Energysaver 559FT	559FTN, 559FTL, K559FTN, K559FTL	\$150
Energysaver 561FT	561FTN, 561FTL, K561FTN, K561FTL	\$150
Energysaver 1004FT	1004FTRN, 1004FTRL	\$150
Energysaver 1005FT	1005FTN, 1005FTL	\$150

9. The Offer excludes any other product that was not specified in Condition 8 above.
10. Rinnai does not guarantee that all Participating Products will be available for purchase throughout the Purchase Period.

11. This Offer is limited to residential installations only and expressly excludes products designated for non-residential applications including but not limited to commercial or industrial building applications, projects or similar property developments; motels, hotels, caravans, mobile homes, nursing homes, retirement village complexes and other care institutions.
12. The EFTPOS Gift Card will be mailed to the Claimant within 5 weeks of the close of the Offer, but only after Rinnai receiving, accepting and processing a completed online redemption form and proof of purchase.
13. The EFTPOS Gift Card **does not** have cash access and cannot be used to draw money from an ATM. The EFTPOS Gift Card must be activated online within 3 months of the date of issue and funds must be used within 12 months of the date of activation, and is valid at outlets that accept EFTPOS services (however, merchants have the right not to accept the gift card). The EFTPOS Gift Card value is GST inclusive and its Terms & Conditions and activations are available at [www.giftcardplanet.com.au](http://www.giftcardplanet.com.au)

**14. How does the Claimant book the pre-winter service?**

To receive one (1) pre-winter service (“**Service**”), the Claimant must tick the ‘*first service is free*’ option during the claims process (Condition 15). This step is optional, but must be ticked to redeem the Service.

At the end of the Offer period, Rinnai will enter a Service job into the Rinnai job management system. Rinnai requires specific Claimant details to enter into the system to initiate a unique service job number to provide to the Claimant. The unique service job number will be created and emailed to the customer for future reference including instructions on how to redeem the Service. Claimant details required by Rinnai include: Name, address, phone number, email address, heater model and serial number. By ticking the ‘*first service is free*’ option, the Claimant authorises Rinnai to contact the Claimant about the Service redemption. The Claimant must provide the unique service job number to Rinnai to assist with Service redemption.

The period of Service must be between March 2017 until May 2017, after which charges will apply if redeemed outside this period. It is the Claimant’s responsibility to contact Rinnai to redeem the Service.

**What does the free pre-winter service include?**

Rinnai will provide the first Service of the Participating Product within March 2017 to May 2017. The Participating Product will be serviced by the Rinnai 1<sup>st</sup> Care Network pending evidence of an approved installation (based on manufacturer’s installation guidelines). The Service is not transferable to a non-Rinnai authorised service technician.

The Service is valued at \$175 (inc. GST) by Rinnai and is the correct price as at 1 July 2015. The Service includes checking of overall installation and operation of the Participating Product including general maintenance and cleaning covering the first 45 minutes of service, not including parts. Any additional time required on site will be chargeable to the Claimant at \$33 (inc. GST) per 15 minute intervals. The Service will not include modification, removal, replacement or repositioning of the Participating Product.

The Service is not transferrable for cash, credit or to any other product or service booking.

**15. To be eligible to make a Claim, the Claimant must:**

- a. purchase a Participating Product during the Purchase Period from a participating outlet in Australia;
- b. provide the proof of purchase (being a legible copy of the receipt or tax invoice in the Claimant’s name, showing the product purchased); and
- c. provide the installation address of the Participating Product.
- d. tick the ‘*first service is free*’ option (optional)
- e. follow the instructions provided by Rinnai in email on Service redemption.

16. Failure to provide a proof of purchase will result in an invalid entry and forfeiture of any right to the Offer. The receipt or tax invoice must clearly specify the Claimant's name and the store at which the purchase was made during the Purchase Period.
17. To redeem the Offer and make a Claim, the Claimant must:
- a. complete an online redemption Claim form at [www.rinnai.com.au](http://www.rinnai.com.au); and
  - b. print and send the completed online redemption Claim form, together with a copy of the proof of purchase ("**Supporting Documents**"), of the Participating Product purchased, to Rinnai 'Spread the Warmth' Promotion PO Box 422, Moorabbin, VIC 3189 by the end of the Offer Period.
18. Claims, including any re-submission of previously rejected Claims, received by Rinnai after the Offer Period will not be accepted. Rinnai is not responsible for any lost or missing claims, or other documents to which Condition 13 applies.
19. In the event of competing Claims containing the same purchase details (or same installation address), the right to accept this Offer is vested in the first invoiced purchaser.
20. This Offer is subject to the laws of the State of Victoria. Rinnai, to the extent permitted by applicable law, disclaims all liability whether in contract, tort (including negligence), under any statute or otherwise, in relation to the Offer. For any claim concerns please contact Gift Card Planet on 1300 079 267.
21. This Offer is not available for any Participating Product sold in conjunction with any other offer by Rinnai including promotions, shop soiled, business associates or friends of staff purchases or factory seconds.
22. All Claims become the property of Rinnai. By participating in this Offer, each Claimant consents to Rinnai and its agents collecting and holding the personal information provided under Conditions 14, 15 and 17 above, unless otherwise advised by the Claimant. Rinnai will use the personal information provided under Conditions 14, 15 and 16 above, for the conduct of this Offer only. The Claimants have the right to access and correct any personal information being held by Rinnai by addressing that request to [promotions@rinnai.com.au](mailto:promotions@rinnai.com.au). Rinnai's Privacy Statement is available at [www.rinnai.com.au](http://www.rinnai.com.au). Physical documents containing personal information will be destroyed after the end of the offer. Rinnai and its agents will not transfer or disclose the information submitted to any third parties, unless required by law.
23. Rinnai reserves the right in its sole discretion to cancel, terminate, modify or suspend the Offer in the event that the Offer is being interfered with in any way, or if the Offer is not capable of running as planned, or any other causes beyond Rinnai's control. Changes and amendments to these Terms and Conditions will be published at [www.rinnai.com.au](http://www.rinnai.com.au).
24. This Offer is only available while stocks last and is not valid for backordered or forward ordered products.