

TERMS & CONDITIONS

1. **Promotion:**
BEAT THE HEAT WITH BRIVIS 2026
2. **The Promoter:**
The "Promoter" is Rinnai Australia Pty Ltd (ABN: 74 005 138 769) 88 Mills Road, Braeside VIC 3195.
3. **Promotion Type:**
Cashback via Digital Prepaid Mastercard.
4. **Purchase Period:**
Purchase Period commences 9:00am AEDT 1st November 2026.
Purchase Period concludes 11:59pm AEDT 28th February 2027.
5. **Claim Period:**
Claim Period commences 9:00am AEDT 1st November 2026.
Claim Period concludes 11:59pm AEDT 31st March 2027.
6. **Participating Locations:**
This Promotion is exclusive to Participating Dealers within Victoria Australia.
7. **Participating Dealers:**

A Participating is a Dealer who:

- I. Is participating in the Promotion,
- II. Stocks the Participating Products (as outlined in clause 8); and
- III. Displays advertising material relating to this Promotion during the Purchase Period.
(Participating Dealer)

Participating Dealers include the following:

DEALER NAME - VICTORIA	SUBURB / TOWN
AAC HEATING COOLING & PLUMBING P/L	TORQUAY
ADVANCED GAS AND AIR	PAKENHAM
ADVANCE HEATING & COOLING (AUS) P/L	BRAYBROOK
AIR-CON EZY PTY LTD	BELL PARK
AIRCONDITIONING & ELEC SERVICES (AUST)	BAYSWATER
AIRVOLVE PTY LTD	TRUGANINA
ALDER HEATING & AIRCONDITIONING	PAKENHAM
ALL CLIMATE SOLUTIONS P/L	MULGRAVE
A-TEMP HEATING & AIRCONDITIONING	HUNTINGDALE
AUSTRALIAN CLIMATE SYSTEMS PTY LTD	CHIRNSIDE PARK
BAYDAN HEAT COOL PTY LTD	DANDENONG
BEACHSIDE PLUMBING	BRAESIDE
BEGGS AIR CONDITIONING PTY LTD	LOCKWOOD SOUTH
BENDIGO REFRIGERATION & A/C	EAST BENDIGO
BLAIN-AIR H&A/C P/L	DONCASTER
BMD HEATING & COOLING PTY LTD	GRUYERE
BORDER HEATING & COOLING	WODONGA
BUDGET GAS (MARYBOROUGH) PTY LTD	MARYBOROUGH
CED GROUP	MOAMA
CHALCOT HEATING & A/C (VIC) PTY LTD	HALLAM

CLIMATE STYLE	DOREEN
CLIMATECH HEATING & COOLING	NARRE WARREN NORTH
CLIMATISE PTY LTD	CRANBOURNE
COASTAL CLIMATE CONTROL (VIC)	SOMERVILLE
COLBYCOOL	HALLAM
COMFORT HEATING AND COOLING PTY LTD	MONT ALBERT
COMFYHOME	BRIAR HILL
COOL CHOICE HEATING & COOLING PTY LTD	LYSTERFIELD
COOL WATTS PTY LTD	DROUIN
CRICHTON FIRESIDE SHOP	WARRNAMBOOL
CUMMINS CONTRACTING P/L	NOTTING HILL
DAVID PEARCE	BALLARAT
DP HEATING & COOLING	CARRUM DOWNS
EFFICIENCY PLUS	WARRAGUL
ELEMENT HEATING & COOLING	MELTON
EXPANDING HEATING & COOLING	CRANBOURNE
EXTRORDINAIR PTY LTD	AIRPORT WEST
FAIRBAIRNS HEATING & COOLING PTY LTD	PAKENHAM
FRAZER AIR	THOMASTOWN
GASCHILL PTY LTD	BRAESIDE
GASTEK HEATING & COOLING	FAIRFIELD
GIPPSLAND AIR	STRATFORD
GJ BRADDING GEELONG PTY LTD	GEELONG
GJ BRADDING MELBOURNE PTY LTD	BACCHUS MARSH
GREENSBOROUGH GAS CENTRE	GREENSBOROUGH
HCP SERVICES PTY LTD	KEW
HOLLOWAY AIR & ELECTRICAL	EAST BENDIGO
HOT & COLD SHOP BENALLA	BENALLA
HOT & COLD SHOP COBRAM	COBRAM
HOT & COLD SHOP SHEPPARTON	KIALLA
J AND S AIRCONDITIONING AND HEATING P/L	TULLAMARINE
J&J HEATING-AIRPOWER	SEAFORD
JOHN DEVILEE REFRIGERATION MILDURA	MILDURA
KYNETON HEATING AND COOLING	KYNETON
LINCOLN AIRCONDITIONING & REFRIGERATION	WANGARATTA
LOPEZ REFRIGERATION AND AIRCONDITIONING	LAVINGTON
LONGS ELECTRICAL ECHUCA	ECHUCA
MARTIN HEATING & COOLING	NORTH GEELONG
MCCAIG AIRCONDITIONING	BENDIGO
MCKINNON HEATING & COOLING PTY LTD	MOORABBIN
MELBOURNE HEATING & COOLING	PAKENHAM
MELBOURNE GAS AND AIR	SUNBURY
MIDDLETONS HEAT N COOL	COLAC
MODE HEATING & COOLING PTY LTD	CAMPBELLFIELD
MR GASMAN PTY LTD	MORNINGTON

NATGAS HEATING & COOLING	EPPING
NATIONAL HEATING & COOLING GEELONG P/L	NEWTOWN
NATIONAL HEATING & COOLING STRATHDALE	STRATHDALE
NORTAN AIR CONDITIONING & HEATING	BLACKBURN SOUTH
OPTIMA HEATING & AIR CONDITIONING P/L	EAST KEILOR
OZWARM HOME SERVICES	SURREY HILLS
PENINSULA HEATING & COOLING SOLUTIONS	TYABB
PIER TO PIER HEATING & COOLING SOLUTIONS	MORNINGTON
PREMIUM AIR	FERNTREE GULLY
PRIORITY 1 CLIMATE SOLUTIONS	CARRUM DOWNS
PLUM HEATING & COOLING PTY LTD	POINT COOK
POINT NEPEAN AIRCONDITIONING P/L	ROSEBUD
PORTLAND BETTA HOME LIVING	PORTLAND
PROLEC ELECTRICAL AND AIR CONDITIONING	ELTHAM
ROSANNA HEATING & COOLING	HEIDELBERG WEST
RUSSELLS HEATING COOLING & HOTWATER	FERNTREE GULLY
SALE PLUMBING & GASFITTING	SALE
SCRIVEN PLUMBING SERVICES PTY LTD	WARRNAMBOOL
SELECTED HEATING AND COOLING	MOUNT EVELYN
SHAW GJ & C P/L	DROUIN
SPR PLUMBING AND REFRIGERATION	MOE
SOUTH GIPPSLAND AIR CONDITIONING	KORUMBURRA
STEERE HEATING & COOLING	PASCOE VALE
SUMMIT HEATING AND COOLING PTY LTD	LILYDALE
SURREY AIR	BRAESIDE
TAILORED HEATING & COOLING SOLUTIONS P/L	CROYDON SOUTH
TANJIL HEATING & COOLING	BRIAGOLONG
THE HEAT SHOP - BELMONT	BELMONT
THE HEAT SHOP YARRAVILLE	WILLIAMSTOWN NORTH
TONNA HEATING & COOLING PTY LTD	SUNSHINE
UNIVERSAL HEATING & COOLING	INGLEWOOD
WADES HORSHAM	HORSHAM
WALDRON HEATING COOLING & HOT WATER	DELACOMBE
WESTERN THERMAL SOLUTIONS	HOPPERS CROSSING
WILLIRA HEATING COOLING & ELECTRICAL	KILMORE
WONDERS PTY LTD	HEIDELBERG
YARRAWONGA REFRIGERATION & AIRCON	YARRAWONGA

8. **Participating Products:**

Participating Products are any of the following:

Brivis Advance	F36DS, F46DS, F56DS, F66DS, F86DS
Brivis Promina	P36, P46, P56, P66, P76

Brivis Contour 6 Series	L36, L46, L56, L66, L76
Brivis Contour 7 Series	L37, L47, L57, L77

9. Eligible Claimants:

Eligible Claimants mean individuals who:

- I. Are aged 18 years or older; and
- II. Are residents of Australia

The Promotion is not open to management or any Employee (as defined below) of the Promoter, its associated companies/subsidiaries, Participating Dealers and agencies associated with this Promotion, and the immediate families of the Employee or Participating Dealer ("Eligible Claimants").

"Employees" means any person who is employed by the Promoter or by any agency, supplier, contractor, or company associated with the conduct of the Promotion, whether on a full-time, part-time, temporary, casual, or contract basis. For the purposes of these Terms and Conditions, Employee also includes directors, officers, and immediate family members (including spouse, de-facto partner, parent, child, sibling, or household member) of such persons.

The Promoter is responsible for determining whether a person is an Eligible Claimant in its absolute discretion.

10. Claim Limit:

Eligible Claimants may submit a limit of one (1) claim per Participating Product purchased in a Qualifying Purchase. Where two (2) or more Participating Products are purchased in a single transaction (as shown on the receipt) Eligible Claimants may submit a claim for each additional Participating Product.

11. How to Participate:

- a) During the Purchase Period, an Eligible Claimant must purchase* any Participating Product from a Participating Dealer ("Qualifying Purchase");
- b) The Eligible Claimant must collect and retain a copy of the purchase receipt from the Qualifying Purchase;
- c) By 11:59pm AEDT 31st March 2027, visit <https://www.rinnaipromotion.com.au/brivis-brand-promo>
- d) Using a compatible browser and fully complete and submit the online claim form, providing all details required, including but not limited to:
 - I. any requested information about the Participating Product and Qualifying Purchase (including product purchased, place of purchase, purchase date, etc);
 - II. any requested personal information (including first name, last name, mobile phone number, email address, suburb, state and postcode); and
 - III. indicate acceptance of these Terms and Conditions.

The Eligible Claimant must also upload a copy of the purchase receipt from the Qualifying Purchase ("Qualifying Purchase Receipt") in an accepted file size/format;

*"Purchase" means to make payment in full for a Participating Product during the Purchase Period from a Participating Dealer.

This Promotion is based on available stock only, and no back-orders will be accepted.

12. Required Verification/Proof of Purchase:

The following documentation must form part of a valid online claim:

- a) Qualifying Purchase Receipt, which must clearly specify:
 - the Participating Product purchased;

- the price of the Participating Product purchased;
 - the Participating Dealer of purchase;
 - the purchase date;
 - the receipt number; and
 - that payment for the Qualifying Purchase has been received in full.
- b) If the Qualifying Purchase receipt is missing any of the above information, or is illegible or indecipherable, it will render the claim invalid.
- c) If requested by the Promoter or its third party, Eligible Claimants must produce, within the time requested by the Promoter at its absolute discretion, appropriate photo identification or other documentation to verify the identity, age, eligibility to participate in the Promotion and claim a reward, compliance with these Terms and Conditions, and/or the Qualifying Purchase receipt/s that correspond to the claim/s submitted in the Promotion.
- d) If the items required by the Promoter or the third party are not received or a Claimant has not been verified to the satisfaction of the Promoter within the time required by the Promoter, the claim/s submitted by the Claimant may be deemed invalid.
- e) Rewards will only be awarded following all validation and verification requirements of the Promoter being met to its satisfaction. It is the responsibility of the Claimant to provide the required information.

13. **Validation and Notification:**

- a) All claims submitted in the Promotion will be reviewed by a third party working with the Promoter. Claimants must allow three (3) business days from the date in which their online claim is submitted for validation to be completed.
- b) If a claim is deemed valid the Eligible Claimant will receive a reward via email to the email address provided on the online claim form within ten (10) business days of confirmation of the claim being approved.
- c) If a claim is deemed invalid, the Eligible Claimant will receive an email notifying them that their claim is invalid, reasons why and, if applicable, next steps. The Eligible Claimant will have seven (7) days from the date of the notification email to provide the requested information to the Promoter's third party who will review the information. The Promoter reserves the right to deem any claim submitted invalid if an Eligible Claimant fails to provide the required information within the time specified.

14. **Rewards:**

- a) Each Eligible Claimant will receive a digital prepaid Mastercard of the relevant value corresponding to their Qualifying Purchase, as outlined below:
- (i) **\$100 digital prepaid Mastercard for models:**
 - F36DS, F46DS, F56DS, F66DS, F86DS
 - P36, P46, P56, P66, P76
 - (ii) **\$150 digital prepaid Mastercard for models:**
 - L36, L46, L56, L66, L76
 - (iii) **\$250 digital prepaid Mastercard for models:**
 - L37, L47, L57, L77
- b) The digital prepaid Mastercard will be delivered via email to the Eligible Claimant's email provided on the claim form within ten (10) business days of confirmation of the claim being approved.
- c) Eligible Claimants must then follow the steps detailed within the email to activate and use their digital prepaid Mastercard. To read the full digital prepaid Mastercard Terms and Conditions, go to <https://card.gift/terms-and-conditions/mastercard>.

15. Card Activation and Expiry:

The Digital Prepaid Mastercard is issued by EML Payment Solutions Limited ABN 30 131 436 532 AFSL 404131 and distributed by TCN Group Pty Ltd ABN 87 626 501 568 ("TCN") pursuant to license by Mastercard. T&Cs apply. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated.*

*Redemption of the Digital Prepaid Mastercard is subject to the standard terms and conditions, which can be found at <https://card.gift/terms-and-conditions/mastercard>. The card is valid for a period of three years from the date of issue.

Any ancillary costs associated with redeeming a Digital Prepaid Mastercard are not included. Any unused balance of a Digital Prepaid Mastercard will not be awarded as cash. Redemption of a Digital Prepaid Mastercard is subject to any terms and conditions of the issuer including those specified on the Digital Prepaid Mastercard.

General Conditions:

16. Each Eligible Claimant is responsible for ensuring their familiarity with these Terms and Conditions at the time of participation. Participation in this Promotion is deemed acceptance of these Terms and Conditions. The Promoter's decision not to enforce a specific restriction (whether communicated to a Claimant or not) does not constitute a waiver of that restriction or of these Terms and Conditions generally.
17. The Promoter's decision in relation to any aspect of these Term and Conditions and the Promotion is final and binding on every person who participates. No correspondence will be entered into.
18. This Promotion is not valid in conjunction with any other offer.
19. Any values stated in these Terms and Conditions are in AUD/RRP/including GST.
20. The Promotion may be extended at the Promoter's absolute discretion, subject to the written directions of any regulatory authority.
21. Eligible Claimants can only participate in the Promotion in their own name. Eligible Claimants who enter using multiple aliases (e.g. multiple names, addresses and/or email addresses) will be disqualified and will forfeit the right to any reward.
22. Incomplete, indecipherable, or incorrect claims will be deemed invalid. Eligible Claimants are responsible for ensuring their correct personal details are provided, and any updated details are notified to the Promoter. The Promoter accepts no responsibility should an Eligible Claimant fail to receive their reward because of a failure to notify the Promoter of correct details or of a change to their details, or for providing invalid information.
23. Claims are deemed to be received at the time of receipt into the Promoter's database, not time of transmission by the Claimant.
24. The Promoter does not warrant that the claim mechanism will be available, or the Participating Dealers will be open, at all times during the Promotion Period.
25. The Promoter is not responsible for any undelivered emails due to an Eligible Claimant's spam filters or email settings.
26. The Promoter shall not be liable for a reward being lost, deleted, stolen, damaged or tampered with in any way before it reaches a Claimant or after it has been released to an Eligible Claimant.
27. Any costs associated with accessing the Promotion or reward provider's website, or associated with redeeming a reward are the Eligible Claimant's responsibility and are dependent on the internet service provider used. Eligible Claimants must submit their claim manually using a compatible internet

browser. The use of any automated software or any other mechanical or electronic means that allows a Claimant to automatically submit claims in the Promotion repeatedly is prohibited and will render all claims submitted using such means invalid.

28. The Promoter may, in its sole discretion, declare any claim or Claimant invalid if the Claimant:
 - a) disrupts, annoys, abuses, threatens, harasses or attempts to do any of these things to the Promoter, another Claimant or potential Claimant of, or anyone else associated with, this Promotion;
 - b) submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process; or
 - c) engages in conduct in relation to this Promotion, which is misleading, deceptive, fraudulent or damaging to the Promoter's goodwill or reputation.
29. 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 to modify, suspend, terminate or cancel the Promotion, as appropriate, subject to any directions from any relevant authority.
30. As a condition of claiming a reward, the Eligible Claimant may be required to (at the Promoter's discretion) sign any legal documentation as and in the form required by the Promoter and/or reward suppliers in their absolute discretion.
31. The Promoter may communicate or advertise this Promotion via Facebook and Instagram. However, the Promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook or Instagram. Individuals are providing their information to the Promoter and not to Facebook or Instagram. Individuals completely release Facebook and Instagram from all liability.
32. Rewards must be taken as offered and may not be varied. Rewards are not transferable, exchangeable, or redeemable for cash. If a reward is unavailable for any reason, the Promoter reserves the right to substitute another reward of equal or greater value for that reward, or element of it, subject to the approval of any relevant authority.
33. 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 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 variation in reward value to that stated in these Terms and Conditions; (e) any tax liability/implications incurred by a Claimant; or (f) use of a reward.
34. The:
 - a) Promoter, the Promoter's related entities, the Participating Dealers and all agencies associated with the Promotion; and
 - b) the employees, agents, directors and contractors, of all entities referred to in this clause, shall not be liable for any loss or claim, action, demand, liability, damage, cost, expense or personal injury whatsoever (including but not limited to any direct, indirect or consequential loss), incurred, suffered or sustained by any person or entity (without limitation) in connection with, or arising from, the Promotion or acceptance of a reward, except that which cannot be excluded by law (in which case that liability is limited to the maximum extent allowable by law).
35. Eligible Claimants must, at the Promoter's request, participate in any Promotion activity (such as publicity and photography) relating to participating in the Promotion, free of charge, and they consent to the Promoter using their name and image in any future promotional material.

36. Any attempt to deliberately undermine the legitimate operation of this Promotion may be a violation of criminal and civil laws and should such an attempt be made, whether successful or not, the Promoter reserves the right to refer the matter to law enforcement authorities and/or to seek damages or such other civil remedies as the Promoter may determine from time to time to the fullest extent permitted by law.
37. The Promoter has engaged a third party (KO Promotions) to assist with administering this Promotion and awarding the rewards in relation to this Promotion.

Personal Information:

38. Immediately upon submission by an Eligible Claimant, their claim becomes the sole property of the Promoter.
39. All information Eligible Claimants provide in relation to their claims, including any personal information will be used by the Promoter, and its third party for the purpose of administering this Promotion and awarding rewards.
40. The Promoter may disclose Eligible Claimants' Personal Information to its contractors and agents to assist in conducting this Promotion and as required, to Australian regulatory authorities.
41. The Promoter's privacy policy can be found at <https://www.rinnai.com.au/support-resources/privacy-statement/>.
42. KO's privacy policy can be found at [Privacy Policy](#).
43. The Privacy policies contains information on:
- a) How individuals may access the Personal Information that is held by the Promoter and seek correction of such information; and
 - b) How individuals may complain about a breach of the Australian Privacy Principles, or a registered privacy code that binds the Promoter, and how the Promoter will deal with such a complaint.

If an individual has any questions regarding their privacy, they should contact the Promoter/ KO Promotions using the contact details contained in the Privacy Policy.

44. The Promoter is bound by the Australian Privacy Principles in the Privacy Act 1988.