

## TERMS & CONDITIONS

### 1. Promotion:

Rinnai Air Winter Cashback 2026

### 2. The Promoter:

The “Promoter” is Rinnai Australia Pty Ltd (ABN: 74 005 138 769) 82-88 Mills Road, Braeside VIC 3195.

### 3. Promotion Type:

Cashback via Digital Prepaid Mastercard.

### 4. Purchase Period:

Purchase Period commences 9:00am AEST 1 June 2026

Purchase Period concludes 11:59pm AEST 31 July 2026

### 5. Claim Period:

Claim Period commences 9:00am AEST 1 June 2026

Claim Period concludes 11:59pm AEST 31 August 2026

### 6. Participating Merchant and Locations:

This Promotion applies to all retailers that sell the eligible Rinnai Participating Products Australia wide.

If in doubt, a Claimant may ask a retailer whether they are participating in the Promotion.

### 7. Participating Products:

Participating Products are any of the following Rinnai products:

Capacity	Split-Systems Air Conditioning					
	PB Series	PX Series	J Series	JX Series	TX Series	T Series
2.5 – 3.5kW	HSNRP26B HSNRP35B	HSNRPX25 HSNRPX35	HSNRJ25B1 HSNRJ35B1 HSNRJ35B	HSNRJX25 HSNRJX35	HSNRTX25 HSNRTX35	HSNRT25B HSNRT35B
5 – 6kW	HSNRP50B HSNRP60B	HSNRPX50 HSNRPX60	HSNRJ50B1 HSNRJ50B	HSNRJX50	HSNRTX50 HSNRTX60	HSNRT50B
7 – 9kW	HSNRP70B HSNRP80B	HSNRPX70 HSNRPX80	HSNRJ70B1 HSNRJ80B1 HSNRJ70B HSNRJ80B	HSNRJX70 HSNRJX80	HSNRTX70 HSNRTX80 HSNRTX90	HSNRT70B HSNRT80B

Capacity	Split-Systems Air Conditioning (Cooling only)	
	CJ Series	CJ1 Series
2.5 – 3.5kW	HSNCJ25B HSNCJ35B	HSNCJ26B1 HSNCJ35B1
5 – 6kW	HSNCJ50B	HSNCJ152B1
7 – 9kW	HSNCJ70B	

Capacity	Multi-Systems Air Conditioning	Ducted Air Conditioning
7 - 9kW	MON3H07B1LA MON4H09B1LA	DONSR07B1LA DONSR09B1LA
10 - 13kW	MON5H11B1LA MON5H13B	DONSR11B1LA DONSR13B1LA
14 - 19kW	MON5H14B1LA MON6H19B1TA	DONSR15B1LA DONSR15B1TA DONSR18B1TA
20 - 24kW		DONLR20Z1SA DONLR24Z1SA

## 8. Eligible Claimants:

- a) The cashback Promotion is only open to individuals aged 18 years or older who are residents of Australia, excluding management and employees (and the immediate families of employees) of the Promoter, its associated companies/subsidiaries, the Participating Dealers and agencies associated with this Promotion (“Eligible Claimants”).
- b) “Employees” means any directors, management, employees, concessionaires, consultants, officers and contractors or other such people who perform work under the control of another in exchange for payment.
- c) The Promoter is responsible for determining whether a person is an Eligible Claimant in its absolute discretion.

## 9. 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.

## 10. How to Participate:

- a. During the Purchase Period, purchase\* any Participating Product from a Participating Merchant (“Qualifying Purchase”);
- b. Collect and retain a copy of the receipt from the Qualifying Purchase from a participating Merchant or Retailer;
- c. By 11:59pm AEST 31st August 2026, visit [rinnaipromotion.com.au](http://rinnaipromotion.com.au) via 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, serial number of products, product model number etc);
- II. Uploading a copy of the Qualifying Purchase Receipt from the Qualifying Purchase (“Qualifying Purchase Receipt”) in an accepted file size/format
- III. Any requested personal information (including first name, last name, mobile phone number, email address, suburb, state and postcode); and
- IV. Indicate acceptance of these Terms and Conditions.

\*“Purchase” means to make payment in full for a Participating Product during the Purchase Period from a participating retailer or dealer. This Promotion is based on available stock only, and no backorders will be accepted.

### **11. Validation and Notification.**

Once the claim has been submitted, it may take between five (5) to ten (10) business days to determine if a claim is considered valid.

If the claim is deemed valid, the Eligible Claimant will receive an approval notification via email.

If the claim is deemed invalid, the Eligible Claimant will receive an email notification of this, explaining the reason the claim is invalid. The Eligible Claimant will have seven (7) days to supply additional information to support their claim (if applicable).

The Digital Prepaid Mastercard will be delivered to the Eligible Claimant’s email provided on the claim form within ten (10) business days of receiving confirmation from the Promoter of the claim being approved.

Eligible Claimants must then follow the steps detailed within the email to activate and use their Digital Prepaid Mastercard.

### **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 Merchant or Retailer 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, is falsified or is illegible or indecipherable, it will render the claim invalid.
- c) If requested by the Promoter, 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 are not received or a claimant has not been verified to the satisfaction of the Promoter within the time period 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. Rewards:

- a) Each Eligible Claimant will receive a Digital Prepaid Mastercard of the relevant value corresponding to their Qualifying Purchase, as outlined below:

Capacity	Split-systems	Multi Split-Systems	Ducted Systems
2.5 - 3.5kW	\$50		
5 - 6kW	\$75		
7 - 9kW	\$100	\$100	\$100
10 - 13kW		\$150	\$150
14 - 19kW		\$250	\$250
20 - 24kW			\$500

### 14. Digital Prepaid Mastercard Terms and Conditions:

The Digital Prepaid Mastercard is issued by EML Payment Solutions Limited ABN 30 131 436 532 AFSL 404131 pursuant to license by Mastercard. Terms and conditions pertaining to the Digital Prepaid Mastercard will 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>.

Any ancillary costs associated with the 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.

The Digital Prepaid Mastercard distributed by The Card Network (TCN) has an expiry and activation period of 3 years from the date the claim is issued.

- 15. 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.

16. 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.
17. This Promotion is only applicable to residential installations and excludes new home builds and commercial products.
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. If the Promoter learns that a claim has been submitted, by anyone other than an Eligible Claimant, and the reward has already been supplied, the Promoter may request payment from the individual to cover the cost of the reward given. 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. Individuals are providing their information to the Promoter and not to Facebook. Individuals completely release Facebook from any and 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.

The:

- a) Promoter, the Promoter's related entities, the Participating Retailers, 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).

**34.** Eligible Claimants agrees at the Promoter's request, to 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.

CAUTION: 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.

### **35. Personal Information:**

Immediately upon submission by an Eligible Claimant, their claim becomes the sole property of the Promoter.

All information Eligible Claimants provide ("Personal Information") will be used by the Promoter for the purpose of administering this Promotion and awarding the rewards.

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.

### **36. Promoter Opt-In:**

Should an individual consent to receiving future information from the Promoter, via placing a tick in the 'opt in' box featured on the Promotion claim site, information provided by the individual may be entered into a database and used by the Promoter, the Promoter's related entities and agencies engaged by the Promoter, for the Promoter's current and future promotional and marketing purposes without further reference or compensation to them. Should an individual who elects to opt in wish to opt out or access or update their information held by the Promoter at any time, they can contact the Promoter as per clause 37 below.

### **37. Privacy Policy:**

The Promoter's privacy policy can be found at <https://www.rinnai.com.au/support-resources/privacy-statement/>.

The Privacy Policy 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, the Privacy Act 1988 (Cth) or a registered privacy policy 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 using the contact details contained in this Privacy Policy.

The Promoter is bound by the Australian Privacy Principles in the Privacy Act 1988 (Cth).

**NSW Authority No: TP/04642**

**Rinnai**