

Rinnai Powered Plumber App Fuel Card Giveaway – Terms & Conditions

1. Promotion:

Rinnai Powered Plumber App - Shell Fuel Card Giveaway

2. The Promoter:

The promoter is Rinnai Australia Pty Ltd (ABN 74 005 138 769) of 82 – 88 Mills Road Braeside Victoria 3195 (“Promoter”).

3. Promotion Period:

The promotion commences at 11.6.26 at 9am AEST and closes at 9.7.26 at 11.59pm AEST (“Promotion Period”).

4. Promotion Type:

Digital Shell Fuel Gift Card.

5. Eligible Participants:

Eligible Participants are individuals who:

- I. Are aged 18 years or over.
- II. Are licenced plumbers within Australia.
- III. Have downloaded the Rinnai Powered Plumber App (the App) and completed the App registration process with their contact details, within the Promotion Period.
- IV. Are Australian residents.

Employees of the Promoter and their immediate families are ineligible to enter. Employee means any person who is employed by the Promoter, and its associated companies/ subsidiaries.

6. To Participate:

Eligible Participants must:

1. Download the App mobile application during the Promotion Period;
2. Complete the app registration process with their contact details. These details will automatically be entered into the draw to win one of three (3) digital Shell fuel gift cards worth \$250 each.

Only one (1) entry per person will be accepted.

7. Draw and Notification of Winners:

Winners will be determined by a random electronic draw conducted at Rinnai Australia Pty Ltd - 82 - 88 Mills Road Braeside VIC 3195 on 16.7.26.

Winners will be notified via the email address provided at app registration within two (2) business days of the draw. Winners must contact the Promoter via return email within fourteen (14) business days of notification to claim their prize.

If a winner does not respond within this timeframe, the Promoter reserves the right to conduct a redraw.

The Rinnai logo is displayed in a bold, red, sans-serif font.

Prizes will be sent electronically via email to the verified winner.

8. Verification and Disqualification:

The Promoter reserves the right to verify the identity and eligibility of all Eligible Participants and may disqualify any person who provides false or misleading information.

If requested by the Promoter, Eligible Participants 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, information to show compliance with these Terms and Conditions.

If the items required by the Promoter are not received or an Eligible Participant has not been verified to the satisfaction of the Promoter within the period required by the Promoter, the claim/s submitted by the participant may be deemed invalid.

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 Eligible Participant to provide the required information.

The Promoter's decision in relation to any aspect of these Terms and Conditions and the Promotion is final and binding on every person who participates in the Promotion. No correspondence will be entered into.

The Promoter is not responsible for any undelivered emails due to an Eligible Participants spam filters or email settings.

Claims are deemed to be received at the time of receipt into the Promoter's database, not time of transmission by the participant.

9. Rewards:

There is a total of three (3) prizes available. Each prize consists of: One (1) \$250 digital Shell fuel gift card. Total prize pool value: AUD \$750.

Prizes are not transferable or exchangeable and cannot be redeemed for cash.

10. Data Collection and Privacy:

By entering the Promotion, Eligible Participants consent to the collection and use of their personal information for the purposes of administering this promotion and in accordance with the Promoter's privacy policy. The Promoters Privacy Policy can be viewed at <https://www.rinnai.com.au/support-resources/privacy-statement/>.

The above Privacy Policy contains information on:

- a) how individuals may access the Personal Information that is held by the Promoter 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 privacy policy 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 the Privacy Policy.

Rinnai

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

11. To the extent permitted 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.
12. The Promoter reserves the right to cancel, modify, or suspend the Promotion if necessary.
13. Each Eligible Participant 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 participant or not) does not constitute a waiver of that restriction or of these Terms and Conditions generally.