

TERMS & CONDITIONS

Promotion:

Rinnai Winter Cashback 2025

The Promoter:

The "Promoter" is Rinnai Australia Pty Ltd (ABN: 74 005 138 769) 100 Atlantic Dr, Keysborough VIC 3173.

Promotion Type:

Cashback via digital VISA card.

Purchase Period:

Purchase Period commences 9:00am AEST 15th May 2025.

Purchase Period concludes 11:59pm AEST 31st July 2025.

Claim Period:

Claim Period commences 9:00am AEST 15th May 2025.

Claim Period concludes 11:59pm AEST 31st August 2025.

Relevant Locations:

Australian Capital Territory (ACT), New South Wales (NSW), Northern Territory (NT), Queensland (QLD), South Australia (SA), Victoria (VIC), Western Australia (WA) and Tasmania (TAS).

If in doubt, a claimant may ask a retailer whether or not they are participating in the Promotion.

Eligible Claimants:

The Promotion is only open to individuals aged 18 years or older who are residents of Australia, excluding management and employees of the Promoter, its associated companies/subsidiaries, participating retailers and dealers, installers, wholesalers and agencies associated with this Promotion.

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

Claim Limit:

Eligible Claimants may submit a limit of one (1) claim per Participating Product purchased in a Qualifying Purchase.

How to Participate:

- a) during the Purchase Period, purchase* any Participating Product from a participating retailer or dealer ("Qualifying Purchase");
- b) collect and retain a copy of the Qualifying Purchase Receipt from the Qualifying Purchase;
- c) by 11:59pm AEST 31st August 2025, visit <https://rinnaipromotions.com.au/wintercashback> 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, serial number of product, 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 back-orders will be accepted.

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- d) If the claim is deemed valid (allow three (3) business days for Validation), the Eligible Claimant will receive notification of approval via email. The digital VISA card will be delivered via email within ten (10) days of confirmation of the claim being approved. To read the full digital VISA card Terms and Conditions, go to <https://truerewards.com.au/visa-gift-card-terms>.
- e) If the claim is deemed invalid (allow three (3) business days for Validation), the Eligible Claimant will receive notification of decline via email, with the reason for decline and the opportunity to supply additional information to support their claim (if applicable) within seven (7) days.

Participating Products:

Capacity	Split-Systems Air Conditioning					Multi-Split Systems Air Conditioning	Ducted Air Conditioning
	PB Series	J Series	CJ Series	CJ1 Series	T Series		
2.5 - 3.5kW	HSNRP26B HSNRP35B	HSNRJ25B1 HSNRJ35B1 HSNRJ25B HSNRJ35B	HSNCJ25B HSNCJ35B	HSNCJ26B1 HSNCJ35B1	HSNRT25B HSNRT35B		
5 - 6kW	HSNRP50B HSNRP60B	HSNRJ50B1 HSNRJ50B	HSNCJ50B	HSNCJ152B1	HSNRT50B		
7 - 9kW	HSNRP70B HSNRP80B	HSNRJ70B1 HSNRJ80B1 HSNRJ70B HSNRJ80B	HSNCJ70B	HSNCJ70B1	HSNRT70B HSNRT80B	MON3H07B MON4H09B	DONSR07B1 DONSR09B1
10 - 13kW						MON5H11B MON5H13B	DONSR11B1 DONSR13B1
14 - 18kW						MON6H18B	DONSR15B1 DONSR18B1
20 - 24kW							DONSR20Z9 DONSR24Z9
Rinnai Home Controller							CNTRLDRICIZHAW CNTRLDRICIZHAB

Required Verification/Proof of Purchase:

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

- Qualifying Purchase Receipt means a purchase receipt or tax invoice from a retailer or dealer. The Qualifying Purchase receipt must clearly specify:
 - the Participating Product purchased;
 - the price of the Participating Product purchased;
 - the participating retailer or dealer of purchase;
 - the purchase date;
 - the receipt number; and
 - that payment for the Qualifying Purchase has been received in full.

If the Qualifying Purchase Receipt is missing any of the above information, or is illegible or indecipherable, it will render the claim invalid.

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 digital VISA card, compliance with these Terms and

Conditions, and/or the Qualifying Purchase receipt/s that correspond to the claim/s submitted in the Promotion.

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 will be deemed invalid.

Digital VISA card's 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.

Validation and Notification:

All claims submitted in the Promotion will be reviewed by a representative of The Promoter ("Validation"). Claimants must allow three (3) business days for Validation to be completed.

Rewards:

Each Eligible Claimant will receive a digital VISA card of the relevant value corresponding to their Qualifying Purchase, as outlined below.

Capacity	Split-Systems	Multi Split-Systems	Ducted System
2.5 - 3.5kW	\$50		
5 - 6kW	\$75		
7 - 9kW	\$100	\$100	\$100
10 - 13kW		\$150	\$150
14 - 18kW		\$250	\$250
20 - 24kW			\$500
Rinnai Home Controller			\$500

Card Activation and Expiry:

The digital VISA card is issued by iGoDirect Group Pty Ltd and Terms & Conditions apply. In order to activate a digital VISA card, you must: a) Have a mobile device which supports Apple Pay or Google Pay; b) Be in Australia with location services enabled on your mobile device; c) Download the True Rewards App, create a membership and accept the terms and conditions of the True Rewards App; and d) Agree to any applicable terms of use, privacy policy and/or any other terms of Apple Pay or Google Pay.

Digital VISA cards are valid for the period advertised on the digital VISA card and in the email containing the digital VISA card, and will expire on the date indicated on the face of the digital VISA card as shown in the True Rewards App.

After the digital VISA card has expired it is no longer valid, and all transactions will be declined. You agree that you have no right to receive a refund of any unused value remaining and that unused value will become True Rewards' property immediately following the expiry date unless True Rewards elects otherwise.

To read the full digital VISA card Terms and Conditions, go to <https://truerewards.com.au/visa-gift-card-terms>.

General Conditions:

1. Details above and the following clauses collectively form the terms and conditions of this Promotion ("Terms and Conditions").
2. Each claimant is responsible for ensuring his or her 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.

3. 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.
4. This Promotion is not valid in conjunction with any other offer.
5. Any values stated in these Terms and Conditions are in AUD/RRP/including GST.
6. The Promotion may be extended at the Promoter's absolute discretion.
7. Claimants can only participate in the Promotion in their own name. Claimants who enter using multiple aliases (e.g. multiple names, addresses and/or email addresses) will be disqualified.
8. All claimants acknowledge that the Promoter can rely on these Terms and Conditions even if the Promoter only learns of a person's ineligibility after the Promoter has awarded a digital VISA card to the ineligible person. Payment of the digital VISA card value to the Promoter may be required by the Promoter if this occurs.
9. Incomplete, indecipherable or incorrect claims will be deemed invalid. 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 digital VISA card because of a failure to notify the Promoter of correct details or of a change to their details, or for providing invalid information.
10. Claims are deemed to be received at the time of receipt into the Promoter's database, not time of transmission by the claimant.
11. The Promoter does not warrant that the claim mechanism will be available, or the participating retailers, installer or wholesalers will be open, at all times during the Promotion Period.
12. The Promoter is not responsible for any undelivered emails due to a claimant's spam filters or email settings.
13. The Promoter shall not be liable for a digital VISA card being lost, deleted, stolen, damaged or tampered with in any way before it reaches a claimant or after it has been released to a claimant.
14. Any costs associated with accessing the Promotion or digital VISA card provider's website, or associated with redeeming a digital VISA card are the 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.
15. 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.
16. 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.

17. As a condition of claiming a digital VISA card, the 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 digital VISA card suppliers in their absolute discretion.
18. The Promoter may communicate or advertise this Promotion via Meta. However, the Promotion is in no way sponsored, endorsed or administered by, or associated with, Meta. Claimants are providing their information to the Promoter and not to Meta. Each claimant completely releases Meta from any and all liability.
19. Digital VISA cards must be taken as offered and may not be varied. Digital VISA cards are not transferable, exchangeable, or redeemable for cash. If a digital VISA card is unavailable for any reason, the Promoter reserves the right to substitute another Gift Card of equal or greater value for that digital VISA card, or element of it, subject to the approval of any relevant authority.
20. 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 digital VISA card value to that stated in these Terms and Conditions; (e) any tax liability/implications incurred by a claimant; or (f) use of a digital VISA card.
21. The:
 - a) Promoter, the Promoter's related entities, the participating retailers, dealers, installers, wholesalers 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 digital VISA card, except that which cannot be excluded by law (in which case that liability is limited to the maximum extent allowable by law).
22. 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.
23. 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.

Personal Information:

24. Immediately upon submission by a claimant, their claim becomes the sole property of the Promoter.
25. All information claimants provide ("Personal Information") will be used by the Promoter for the purpose of administering this Promotion and awarding digital VISA cards.
26. The Promoter may disclose claimants' Personal Information to its contractors and agents to assist in conducting this Promotion and as required, to Australian regulatory authorities.

Promoter Opt-In:

27. Should a claimant 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 claimant 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 a claimant 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 28.
28. 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 a claimant may access the Personal Information that is held by the Promoter and seek correction of such information; and
- b) how a claimant 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 a claimant has any questions regarding their privacy, they should contact the Promoter using the contact details contained in this Privacy Policy.

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