



# CHANCE TO WIN A SHARE IN FIVE MILLION RHEEM REWARDS POINTS



WITH THE PURCHASE OF  
STAINLESS STEEL WATER HEATERS

## TERMS AND CONDITIONS

1. This promotion commences at 7.00am AEST on 01/08/2019 (“**Start Date**”) and all entries must be received by 7.00pm AEST on 14/11/2019 (“**Promotional Period**”). Any entry received outside the Promotional Period is invalid.
2. This promotion relates to the purchase of “**Eligible Products**” (listed in the Schedule below) between the Start Date and 7.00pm AEST on 31/10/2019 (“**Purchase Period**”).

### ELIGIBILITY

3. Entry is only open to Australian residents aged 18 years or over, who:
  - a. are registered plumbers and hold a current valid plumber’s licence issued in an Australian State or Territory; and
  - b. hold a “Rheem Rewards” account, (“**Eligible Entrants**”).
4. Employees (and their immediate families) of the Promoter, the Promoter’s related companies, and agencies associated with this promotion, are ineligible to enter.
5. To enter the promotion, Eligible Entrants must comply with the entry procedure set out in paragraph 6 below.

### HOW TO ENTER

6. To enter the promotion, Eligible Entrants must:
  - a. during the Purchase Period, purchase an “**Eligible Product**” including a “Rheem” or “Everhot” electric stainless steel water heater sized 80L and above and/or an eligible “AquaMAX” branded stainless steel gas water from Rheem Australia or an authorised re-seller (being any retailer in Australia who can issue a valid tax invoice described in paragraph 6b subsection vi below). Models defined in paragraph 56.
  - b. during the Promotional Period:
    - i. visit [www.rheemrewards.com.au](http://www.rheemrewards.com.au);
    - ii. follow the prompts to the entry page;
    - iii. log into their Rheem Rewards account or input the requested details in order to set up a Rheem Rewards account (“**Account**”);
    - iv. input details of the Eligible Product(s) purchased;
    - v. submit the fully completed online entry form; and
    - vi. uploading a scanned copy of their tax invoice (clearly showing the invoice number, date of purchase and Eligible Product details).
7. Each purchase of an Eligible Product by an Eligible Entrant which occurs during the Purchase Period and which is validly recorded against that entrant’s Account during the Promotional Period will generate one entry into the next applicable minor draw (taking into account entry closing dates specified in paragraph 23).
8. For every Eligible Product purchase by an Eligible Entrant which occurs during the Purchase Period and which are validly recorded against that entrant’s Account during the Promotional Period, one entry will go into the major prize draw.

9. As indicated above, multiple entries are permitted, subject to the following:
  - a. each Eligible Product must be recorded separately and in accordance with the requirements set out in paragraph 6; and
  - b. for the minor draws, there is a limit of only 1 entry per Eligible Product purchased.
10. It is the responsibility of the Eligible Entrant to sign into their Account during the Promotional Period to record each Eligible Product purchased during the Purchase Period, in order to accrue the relevant entries.
11. All entries must be submitted by a person in that person’s own name. Any automated entries, fraudulent entries, or entries by persons using an alias, will be invalid.

### VALIDATION

12. The Promoter reserves the right, at any time, to verify the validity of entries and the eligibility of entrants (including an entrant’s identity, age, place of residence, and status of his or her plumber’s licence) and to disqualify any person who is not an Eligible Entrant, or any entry by an Eligible Entrant which does not comply with these Terms.
13. The Promoter may disqualify any person who is ineligible to enter this promotion, or any non-compliant entry (including an entry where an Eligible Entrant cannot provide proof of purchase of an Eligible Product), even if the Promoter only learns of that person’s ineligibility or the entry’s invalidity after the Promoter has awarded a prize to that person. In that case, the Promoter may require the person to return the prize or make a payment of the prize value to the Promoter.
14. Incomplete entries will be deemed invalid.
15. Eligible Entrants must retain the original tax invoice, or a photocopy of the tax invoice, for each Eligible Product registered on an Account during the Promotional Period in connection with this promotion, for a period of 4 months after the end of the Promotional Period. Further, the Promoter may require Eligible Entrants to provide the relevant tax invoice (or copy) for verification purposes as a condition of the Eligible Entrant claiming a prize. Each tax invoice relating to the purchase of an Eligible Product must clearly indicate that the Eligible Product was purchased on a date falling within the Purchase Period but prior to the relevant entry into the promotion. Failure by an Eligible Entrant to provide proof of purchase of an Eligible Product when requested by the Promoter may, in the absolute discretion of the Promoter, result in invalidation of the relevant entries.

### DRAW & NOTIFICATION OF WINNERS

16. There will be one major prize draw and twelve minor prize draws for this promotion, each to be conducted at the premises of Flow Marketing, 403 Pakington Street, Newtown VIC 3220.
- Major prize draw**
17. The major prize draw will occur at 12 noon AEST on 19th November 2019. There is 1 major prize to be won (described in more detail below). Subject to paragraph 18, the first valid entry drawn from all

entries received in the major prize draw during the Promotional Period will win the major prize.

18. A maximum of 1 major prize will be awarded to a winning Eligible Entrant.
19. The winner will be notified by a telephone call or email by 20 November 2019.
20. The winner’s name will appear in the Australian on 26 November 2019.
21. The winner of the major prize draw will have their Rheem Rewards points deposited into their Rheem Rewards account within 28 days of the major prize draw.

### Minor prize draws

22. Each minor prize draw will take place at 12 noon AEST on the dates specified below (references to the time are to AEST):

DRAW NO.	ENTRIES CLOSE	DRAW DATE
Minor 1	31-Aug-19 – 7pm	4-Sep-19
Minor 2	30-Sep-19 – 7pm	3-Oct-19
Minor 3	14-Nov-19 – 7pm	19-Nov-19

23. Each week, the entry pool will consist of the entries received between 7.01pm AEST on the closing date for the previous draw and 7pm AEST on the closing date for the current draw. (For the first minor draw, the pool will consist of the entries received between 7am AEST on 1 August 2019 and 7pm AEST on 31 August 2019).
24. There will be one winner for each minor prize draw. An Eligible Entrant may not win more than two minor prizes in this promotion.
25. Minor prize winners will be notified by phone and email within 24 hours of the applicable prize draw, and their names will appear on the Promoter’s Facebook page and website for 28 days after the draw.
26. Once an Eligible Entrant is notified that he or she has won a minor prize, that individual is no longer eligible to enter subsequent minor prize draws (other than the draw immediately following the draw in which the Eligible Entrant was named the winner, which he or she may already have entered before being notified of his or her win in the previous draw). Any entries by an Eligible Entrant in the minor draws occurring two weeks or more after the first minor draw in which that entrant was named the winner will be invalid. However, the Eligible Entrant may continue to record the purchase of Eligible Products occurring during the Purchase Period in accordance with paragraph 6b, in order to accrue entries into the major draw.
27. Any major or minor prize that remains unclaimed until 19th February 2020 will be forfeited by that winner and will be redrawn at 12 noon AEDST 20th February 2020 at Flow Marketing 403 Pakington Street, Newtown, Victoria, 3220.
28. Any minor or major winner drawn as part of an unclaimed prize draw will be notified by telephone call or email by the 21st February 2020. Any unclaimed major prize draw winner will have their name published in The Australian Newspaper on 26th February 2020.

## PRIZE DETAILS

### Major Prize

29. There is 1 major prize to be won. The major prize comprises:
- 1,400,000 "Rheem Rewards" points that can be redeemed against more than 9,000 products, prizes and gift vouchers that can be viewed at [www.rheemrewards.com.au](http://www.rheemrewards.com.au)
  - The value of the Rheem Rewards points won in the major prize draw is AUD \$7,000 (current as at 13 June 2019)

30. Use of the Rheem Rewards points is subject to the following conditions:
- 1,400,000 points will be awarded and deposited into the winning entrant's Rheem Rewards account within 28 working days of the major prize draw
  - Rheem Rewards points may be redeemed only at the Rheem Rewards website;
    - 1,400,000 points will be awarded and deposited into the winning entrant's Rheem Rewards account within 28 working days of the minor prize draw;
    - Rheem Rewards points are not transferable or redeemable against cash;
    - The winning Rheem Rewards points are valid until 31 August 2020. If for any reason the winner is unable to redeem their points prior to this expiry date, then the winner will forfeit the points and neither cash nor any other form of compensation will be supplied in lieu of the Rheem Rewards points;
    - Rheem Rewards points can be used for full or part payment against the redemption of products, prizes and gift vouchers listed on the Rheem Rewards website;
    - Rheem Rewards points may not be redeemed in conjunction with any other specials, discounts or promotional offers; and
    - Products purchased from the Rheem Rewards website using Rheem Rewards points may be returned in accordance with the Online Store's terms and conditions and the Australian Consumer Law.

31. The winner must provide the Promoter with certified copies of all documentation as required by the Promoter before the Major Prize is awarded. As a condition of accepting the Major Prize, the winner must sign any legal documentation as and in the form required by the Promoter and/or prize suppliers in their absolute discretion, including but not limited to a legal release and indemnity.

32. The Promoter makes no warranties, representations or guarantees, express or implied, in fact or in law, in relation to this Promotion or the merchantability, quality or fitness for a particular purpose regarding the Rheem Rewards points.

33. The winner acknowledges that the Rheem Rewards points expire on 31 August 2020.

34. The total value of the major prize draw in this promotion is AUD \$7,000 (incl. GST).

### Minor Prizes

35. Each minor prize consists of two chances per region listed below to win 150,000 Rheem Rewards points that can be redeemed against more than 9,000 products, prizes and gift vouchers at [www.rheemrewards.com.au](http://www.rheemrewards.com.au)

36. The regions for the minor prize are listed below. The region is defined by the Eligible Entrant's listed business address:
- Region 1: Queensland (3 x minor prize draw each valued at \$1500 inc.GST.)
  - Region 2: New South Wales & Australian Capital Territory (3 x minor prize draw each valued at \$1500 inc.GST.)
  - Region 3: Victoria (3 x minor prize draw each valued at \$1500 inc.GST.)
  - Region 4: South Australia & Tasmania (3 x minor prize draw each valued at \$1500 inc.GST.)

37. Plumbers whose registered business address is in Western Australia or Northern Territory are ineligible to enter.

38. Use of the Rheem Rewards points is subject to the following conditions:
- Rheem Rewards points may be redeemed only at the Rheem Rewards website;
  - 150,000 points will be awarded and deposited into the winning entrant's Rheem Rewards account within 28 working days of the minor prize draw
  - The Promoter makes no warranties, representations or guarantees, express or implied, in fact or in law, in relation to this Promotion or the merchantability, quality or fitness for a particular purpose regarding the Rheem Rewards points.
  - The winner acknowledges that the Rheem Rewards points expire on 31 August 2020. If for any reason the winner is unable to redeem their points prior to this expiry date, then the winner will forfeit the points and neither cash nor any other form of compensation will be supplied in lieu of the Rheem Rewards points.
    - Rheem Rewards points are not transferable and cannot be redeemed for cash;
    - Rheem Rewards points can be used for full or part payment against the redemption of products, prizes and gift vouchers listed on the Rheem Rewards website;
    - Rheem Rewards points may not be redeemed in conjunction with any other specials, discounts or promotional offers; and
    - Products purchased from the Rheem Rewards website using Rheem Rewards points may be returned in accordance with the Online Store's terms and conditions and the Australian Consumer Law.

39. The total prize pool for the minor prize draws in this promotion is AUD \$18,000 (incl. GST).

40. Total prize draw available for businesses registered in Queensland is \$11,500 inc. GST; New South Wales & Australian Capital Territory is \$11,500 inc. GST; Victoria is \$11,500 inc. GST; South Australia & Tasmania is \$11,500 inc. GST;

### General

41. If any prize/s (or part of any prize/s) is unavailable, the Promoter, in its discretion, reserves the right to substitute the prize/s (or that part of the prize) with a prize to the equal value, subject to any written directions from the applicable regulatory authority.
42. Unless otherwise expressly stated in these terms, prizes, or any unused portion of a prize, are not transferable or exchangeable and cannot be taken as cash, unless otherwise specified.

### MISCELLANEOUS PROVISIONS

43. If for any reason this promotion is not capable of being run as planned, including without limitation if the Promoter's IT systems (or those of its contractors or agents) are infected by a computer virus, or there is any bug, tampering, unauthorised intervention, fraud, technical failure or any other problem beyond the reasonable control of the Promoter, which corrupt or affect the administration, security, fairness, integrity or proper conduct of the promotion, the Promoter reserves the right in its sole discretion to cancel, terminate, modify or suspend the promotion (subject to obtaining regulatory approval, if required).
44. The Promoter reserves the right in its sole discretion to disqualify any individual who tampers with the entry process, or who otherwise benefits from another person tampering with the entry process.
45. Each winner of a major or minor prize consents to the Promoter using their name, likeness, image, and/or voice (including photograph, film and/or recording of the same) in any media for an unlimited period without remuneration for the purpose of promoting this promotion (including any outcome), and promoting any products manufactured, distributed and/or supplied by the Promoter.
46. Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right or remedy conferred by the Australian Consumer Law or any other applicable law that cannot be lawfully excluded, restricted or modified by agreement. All other terms, warranties, guarantees, rights or liability

which would otherwise be implied or apply to these Terms are excluded. To the extent permitted by law, in respect of goods or services that are not of a kind ordinarily acquired for personal, domestic or household use or consumption, the Promoter's liability is limited, at its option, to:

- in the case of goods, replacing or repairing the goods or supplying equivalent goods, or paying for the cost of replacing or repairing the goods or of acquiring equivalent goods; and
  - in the case of services, resupplying, or paying the cost of resupplying, the services.
47. Except for any liability that cannot by law be excluded, each winner of a prize agrees that they take the prize at their own risk and the Promoter (including its respective officers, employees and agents) is not responsible, and excludes all liability whether in contract, tort (including negligence) or otherwise, 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 or in connection with the promotion (including, without limitation, the taking or using of a prize).
48. As a condition of accepting a major or minor prize, each winner must sign any legal documentation as and in the form required by the Promoter and/or prize suppliers in their absolute discretion, including but not limited to a legal release and indemnity form.

49. The Promoter collects personal information of the entrants to this promotion, including the winners, in order to conduct this promotion (including names, business addresses, mobile numbers and email addresses). If the personal information is not provided, the person will not be able to enter the promotion or take a prize. All personal information will be handled by the Promoter in accordance with its Privacy Policy which can be found at [www.rheem.com.au/privacy](http://www.rheem.com.au/privacy). By entering this promotion and (if applicable) accepting a prize, each entrant is consenting to the Promoter's handling of their personal information in accordance with the Promoter's Privacy Policy. This use includes the use of entrants' personal information for direct marketing purposes. Individuals may choose to opt-out of the use of their personal information for direct marketing purposes by contacting the Promoter's privacy officer either by:
- post to 1 Alan Street, Rydalmere NSW 2116, Australia or PO Box 7508, Silverwater NSW 2128;
  - email to [privacy@rheem.com.au](mailto:privacy@rheem.com.au); or
  - telephone on (02) 9684 9100.

50. Any part of these Terms that is unenforceable, ambiguous or illegal will be severed, and such severance will not affect the enforceability of the remaining provisions of these Terms.

51. These Terms are governed by the laws of New South Wales.

52. The Promoter's decisions in relation to this promotion are final and no correspondence or communication will be entered into in relation any aspect of this promotion.

53. The Promoter's decision not to enforce a specific restriction does not constitute a waiver of that restriction or of these Terms generally.

54. The Promoter of this promotion is Rheem Australia Pty Ltd (ABN 21 098 823 511), of 1 Alan Street, Rydalmere NSW 2116. Telephone (02) 9684 9100.

55. Authorised under NSW LTPS/19/35761; SA No: T19/1037; ACT: TP19/03644.1

### 56. PARTICIPATING PRODUCTS

MODEL DESCRIPTION	MODEL NO.
Rheem Stellar Stainless Steel electric water heaters: 80L, 125L, 160L, 250L & 315L	4A1080, 4A1125, 4A1160, 4A1250, 4A2250, 4A1315, 4A2315
AquaMAX Stainless Steel gas water heaters: 270, 340, 390	G270SS-NG, G340SS-NG, G390SS-NG
Everhot Stainless Steel electric water heaters: 250L, 315L	2A1250, 2A1315

