

# Rinnai



## Showered in <sup>more</sup> gifts

Purchase a Rinnai Infinity or B Series Continuous Flow hot water system and receive a Visa Gift Card of up to \$50

**Infinity = \$50, B Series = \$25**

\*Available to Plumbing Plus account customers only. Offer valid from the 1st of July to the 31st of August 2021. Visa Card will be sent up to 60 days from your claim being verified. Purchase an eligible Rinnai B Series or Infinity Continuous Flow hot water system and receive a Visa Card worth up to \$50. See in store for further details



See in store for details

## Plumbing Plus Continuous Flow Visa Prepaid Card Promotion

### VISA prepaid card offer Terms & Conditions (AU)

1. Information on how to participate in the ‘*Plumbing Plus Continuous Flow Visa Prepaid Card*’ promotion forms part of these Terms and Conditions. Participants that do not comply with these Conditions of are ineligible. To check if you are eligible to participate in this Rinnai & Plumbing Plus Visa Prepaid Car promotion, you must comply with these promotion terms.

**“Participants”** Participation 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 [or are a registered builder](#); and

b. hold a current Plus Factor Rewards account and are registered in the Plus Factor Rewards Program (“Eligible Participant”).

[c5](#). Employees (and their immediate families) of the Promoter, the Promoter’s related companies and agencies associated with this Promotion, are ineligible to participate in this promotion.

**“Product”** refers to the Rinnai B Series or Infinity Continuous Flow Hot Water Systems mentioned within clause 4.

The Plumbing Plus Visa Prepaid card value is for the sole and exclusive use in respect of a purchase of a Product. The Promoter reserves the right to request the details of individual redemptions and proof of sale. By participating in this promotion, authorised CLIENT Dealers/stockist accept the full Terms and Conditions, and agree to provide the Promoter, upon request, details of any transaction to validate that the Products were on-sold. It is the individual CLIENT Dealers/stockist’s responsibility to ensure all their staff are fully aware and abide by these conditions.

2a. Upon successfully purchasing 1 or more Eligible Products by an Eligible Participant, which occurs during the Purchase Period and which is validly recorded against that participants Account during the Promotional Period, an Eligible Participant will receive a Plumbing Plus Visa Prepaid card with the following value:

Rinnai B Series Continuous Flow	\$25
Rinnai Infinity Continuous Flow	\$50

3. The Promoter is Rinnai Australia Pty Ltd, VIC ABN 74 005 138 769 of 100 Atlantic Drive Keysborough, VIC 3173. Any queries relating to the promotion should be made in writing via email to: [info@plusfactorrewards.com.au](mailto:info@plusfactorrewards.com.au)

4. To be eligible to participate in the promotion, the Participant must purchase during the promotional period, (as set out in clause 5 below) a Rinnai B Series or Infinity Continuous Flow Hot Water System at a participating dealer or stockist. Promotion available while stocks last within the period specified in clause 5 below. Products purchased prior to or after the promotion purchase dates, specified in clause 5. No rain checks are invalid.

5. Purchases for this promotion are valid only for Products purchased and paid for in full in Australia from participating dealers or stockists (inclusive). The promotional period is from the 1st of July, 2021 and ends 31<sup>st</sup> of August 2021. Final claims must be lodged by 11:59pm AEDST on 31<sup>st</sup> of August,

2021 ('Grace Period') in accordance with clause 6. Participant(s) will forfeit claims not made by this date.

6. Multiple purchases over the promotion during the Purchase Period, are permitted subject to the following:

a. each Eligible Product must be purchased in accordance with the terms and conditions of a Plumbing Plus trading account; and

b. any Plumbing Plus Visa Prepaid Cards earned will be at the discretion of a Plumbing Plus member.

7. It is the responsibility of the Participant to ensure each Eligible Product is correctly recorded against their Plumbing Plus trading account during the Purchase Period, in order to receive Visa Prepaid Card.

8. All Eligible Products must be purchased in the Purchase Period from the one Plumbing Plus trading account. Combining trading accounts, fraudulent purchases, or purchases by persons using an alias, will be invalid.

9. Every valid purchase in accordance with clause 6 will be awarded a VISA Prepaid Card. The offer will be issued in the form of a Visa Prepaid Gift Card. Any ancillary costs associated with redeeming the Visa prepaid gift card are not included. For full terms and conditions on the use of the card, including fees and charges, visit [ichoosegift.mycardplace.com](http://ichoosegift.mycardplace.com) Card issued by Heritage Bank Limited ABN 32087652024 AFSL 240984 Australian Credit License 240984. Funds will be issued in Australian Dollars.

9. Please allow for up to 60 days from the date that the claim is validated for processing. Participants will be notified that their claim has been submitted by email and will also be notified via email if any issues arise with their claim. Visa prepaid gift card will be delivered to the Participant's nominated Australian address (as specified on the claim form).

10. Participants must activate their VISA prepaid card when they receive it by going to [ichoosegift.mycardplace.com](http://ichoosegift.mycardplace.com) prior to going in store. **The card will be valid for 12 months from date of issuance.**

11. Participants can check their card available balance and complete transaction history at any time free of charge online at: [ichoosegift.mycardplace.com](http://ichoosegift.mycardplace.com). Should the Participant wish to check their balance using the automated phone service, charges will apply and will be deducted against the card. Refer to the detailed card Terms and Conditions for charges applicable to the Visa prepaid card.

**12. If a Participant receives a VISA prepaid card offer and later returns or exchanges the Product, due to a defect in the Product, in accordance with law and the relevant CLIENT Dealer's/stockist's Terms and Conditions of sale, then the amount refunded or credited to the Participant will be the amount paid for the Product, less the VISA prepaid card amount.**

13. The Promoter reserves the right to extend the closing date of the promotion at its discretion.

14. With the exception of ordinary Product discounts, in the form of in-store sales offered by participating dealers or stockists the promotion is not valid in conjunction with any other promotional offer.
15. The Promoter's decision on all matters pertaining to this Promotion is final and binding and no correspondence will be entered into.
16. VISA prepaid cards are not transferable, exchangeable, redeemable for cash or assignable, unless otherwise specified by the Promoter.
17. If the Visa prepaid card is unavailable, the Promoter, in its discretion, reserves the right to substitute the Visa prepaid gift card with a reward to the equal value and/or specification.
18. Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Act, as well as any other implied warranties under the ASIC Act or similar consumer protection laws in the States and Territories of Australia ("Non-Excludable Guarantees"). Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective 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.
19. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) is not responsible for and 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: (a) any theft, unauthorised access or third party interference; (b) 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; (c) any tax liability incurred by a Participant; or (d) taking/redemption of a VISA prepaid card.
20. The Promoter will use the information contained in the Participants Plus Factor Rewards profile to contact Participants if it has any queries regarding the purchase.
21. The Promoter reserves the right, at any time, to verify the validity of purchases and the eligibility of participants (including an Eligible Participants identity, age, place of residence, and status of his or her plumbing licence) and to disqualify any person who is not an Eligible Participant, or any purchase by an Eligible Participant which does not comply with these Terms.
22. The Promoter reserves the right, at its sole discretion to disqualify any person who the Promoter has reason to believe has breached any of these Terms and Conditions or engaged in any unlawful or other improper misconduct calculated to jeopardize the fair and proper conduct of the promotion. The Promoter reserves its rights to recover damages or other compensation from such an offender. Errors and omissions may be accepted at the Promoter's discretion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
23. Eligible Participants 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 Participants to provide the relevant tax invoice (or copy) for verification purposes as a condition of the Eligible Participant receiving Reward Points. 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 Promotion Period. Failure by an Eligible Participant 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 Visa Prepaid Card.

24. To the extent permitted by law, the Promoter and its agents exclude liability for any problems or technical malfunction of any telephone network or lines, computer on-line systems, servers, or providers, computer equipment, software, technical problems or traffic congestion on the Internet or any web site, or any unauthorised intervention, incorrect or insufficient supplied merchant identification parameters, or any combination thereof, which cause injury or damage to the Participant's or any other person's computer related to, or resulting from, participation or attempted participation in this promotion.

25. If for any reason this VISA prepaid card promotion is not capable of running as planned including: infection by computer virus, bugs, tampering, requirement of a regulatory body, unauthorised intervention, fraud, technical failures, incorrect or insufficient supplied merchant identification parameters, or any other causes beyond the reasonable control of the Promoter, which corrupt or affect the administration security, fairness integrity or proper conduct of this redemption, the Promoter reserves the right in its sole discretion to the extent permitted by law, to cancel, terminate, modify or suspend this promotion and/or to disqualify a Participant.

26. The Promoter collects personal information about Participants for the purpose of including Participants in the promotion. Unless otherwise notified by the Participant to the Promoter in writing, in providing their personal details, each Participant agrees to the Promoter using their details for an indefinite period for future marketing and publicity purposes, to the extent permitted by the law, and to the Promoter disclosing such information to third parties, including but not limited to its agencies, contractors and service providers, for this purpose. If any information requested is not provided, the purchaser may not participate in this promotion. All personal details of Participants will be stored in a database at the office of the Promoter or its agencies. The Promoter will not disclose personal information collected via this promotion overseas. The Promoter is committed to the protection of personal information. A request to access, update or correct any information should be directed to the Promoter in accordance with the Promoter's Privacy Policy. The Privacy Policy also contains details about how claimants may complain about a breach of the Australian Privacy Principles or any other applicable law and how those complaints will be dealt with. A copy of the Promoter's Privacy Policy in relation to the treatment of personal information may be obtained online at [www.rinnai.com.au](http://www.rinnai.com.au)