

## Hisense Air Conditioner 7 Year Extended Warranty (“Promotion”) Terms and Conditions (“T&C’s”)

### Promotion

- These T&Cs govern the Promotion. Instructions on how to enter and claim form part of these T&Cs. Participation in this Promotion is deemed upon acceptance of these T&Cs. This Promotion is not valid in conjunction with any other offer.
- Eligible Claimants who:
  - Purchase a Participating Hisense Air Conditioner from a Participating Reseller between 12:00 AM (AEST), 19<sup>th</sup> October 2024 and 11:59 PM (AEST), 30<sup>th</sup> June 2025 (“AC Purchase Period”).
  - Register product online and standard warranty will automatically be extended from 5 years to 7 years.

### Promotional Period (time in Melbourne, VIC)

- Start time and date
  - 12:00am (AEST), Saturday, 19<sup>th</sup> October 2024
- End time and date
  - 11:59pm (AEST), Monday, 30<sup>th</sup> June 2025

### Redemption Period (time in Melbourne, VIC)

- Start time and date
  - 12:00am (AEST), Saturday, 19<sup>th</sup> October 2024
- End time and date
  - 11:59pm (AEST), Tuesday, 30<sup>th</sup> September 2025
- Note The product must be registered online at [www.hisense.com.au/product-registration/](http://www.hisense.com.au/product-registration/) by Tuesday, 30<sup>th</sup> September 2025, 11:59 PM to avoid forfeiture of the 7 year extended warranty offer.

### Eligible Claimants

To be eligible to enter you must:

- Reside in Australia.
- Be of 18 years of age or older.

Strictly adhere to the T&Cs, which can be found at <https://hisense.com.au/aircon7yearwarranty/>

### Participating Products

All Hisense Air Conditioner products

## **Excluded Products**

Participating Products expressly excludes “C grade” or “seconds” products, second-hand, refurbished or demonstration products, and any costs, fees, expenses, or liability of any description to pay any amount for installation, insurance, warranty or extended warranty, financing, delivery or any other cost which is, at the determination of the Promoter in its absolute discretion, additional or ancillary to the models listed in the table above.

## **Participating Reseller**

All resellers – no exclusions

## **Purchase**

Means payment in full. This can be by cash, card or any other payment method that the Participating Reseller accepts, where a proof of purchase is provided.

## **Redemption Website**

<https://hisense.com.au/product-registration/>

## **Eligible Claim**

1. To be eligible to claim 7 Year warranty (each eligible claim, an “Eligible Claim”), an Eligible Claimant must:
  - Purchase a Participating Air Conditioner in accordance with the terms and conditions above;
  - agree to these T&Cs;
  - during the Redemption Period, visit the product registration form (“Product Registration”), and;
    - input all requested details, including, without limitation, the claimant’s full name, phone number, email address, postcode and state;
    - provide:
      - the model number and serial number of the indoor unit and outdoor unit,
      - a copy of the original tax invoice for, the relevant Participating Product Purchased, and other such details as required by the Promoter;
    - Submit the fully completed Online Claim Form by 11:59 pm (AEST) on 30<sup>th</sup> September (Online Claim Forms will not be accepted after the end of the Redemption Period).
2. Following the valid submission of the Online Claim Form, the Eligible Claimant will receive an email to the Eligible Claimant’s nominated email address within 14 days from the date their claim is deemed valid by the Promoter confirming product warranty has been extended.

## General

Please read these promotion terms and conditions carefully. If you enter the promotion, we will assume that you have read these terms and conditions and that you agree to them.

1. Hisense reserves the right to amend the promotion and its terms and conditions at any time and for any reason, subject to regulatory approval (if required) and will notify entrants of any such amendments as soon as reasonably practicable on the promotion landing page at Hisense. It is the entrant's responsibility to regularly check the promotion landing page for any amendments. Any amendments will be applied and interpreted at the sole discretion of Hisense.
2. If the promotion is not capable of running as planned including by reason of technical failure, fraud or any cause beyond Hisense's control, Hisense may cancel or suspend the promotion or invalidate any affected redemption attempts, to the extent permitted by law.
3. Hisense does not accept responsibility for any redemption attempts that are delayed or which are not received for any reason during the promotion period.
4. To the extent permitted by law, Hisense shall not be liable for any loss, damage or injury suffered in connection with the conduct of the promotion or the redemption or use of the gift (including but not limited to direct loss) including:
  - Technical or telecommunications problems (such as security breaches, technical website malfunctions or glitches); or
  - Acts or omissions (including negligent acts of omissions) of Hisense's servants or agents involved in the conduct of this promotion who are acting outside their authority as agent of Hisense.
5. Please read the Hisense privacy policy available on the Hisense website at <https://hisense.com.au/privacy/> which tells you how we use any personal information we may collect about you by entering a promotion.
6. Hisense collects personal information to conduct the promotion and may, for this purpose, disclose such information to subsidiary and related companies, third parties, including but not limited to agents, contractors, service providers, and any company with whom we are running the promotion.
7. The laws of Victoria apply to this promotion. All parties submit disputes to the non-exclusive jurisdiction courts of the domicile of Hisense.

## Promoter

This promotion is being run by HISENSE AUSTRALIA PTY LTD ABN: 55 105 022 080 LEVEL 1/37 DALMORE DR, SCORESBY, VIC 3179 AUSTRALIA

To contact Hisense, please call 1800 447 367.