

Mitsubishi Electric Bonus Gift Card 2024 Redemption Offer

Terms & Conditions

1. This document sets out the terms and conditions (**Terms and Conditions**) for participation in the “Mitsubishi Electric Air Conditioner Winter Bonus Redemption Offer” (**Redemption Offer**).
2. The Promoter is Mitsubishi Electric Australia Pty Ltd ABN 58 001 215 792 of 348 Victoria Road, Rydalmere NSW 2116 (**Promoter** or **Mitsubishi Electric**).
3. The Promoter’s Agent is iGoDirect Group Pty Ltd ABN 17 110 897 320 ACN 110 897 320 (“iGoDirect”) of 41 Stubbs St, Kensington VIC 3031 (**Promoter’s Agent**).
4. Defined terms used in these Terms and Conditions are set out above or in clause 10.
5. This promotion is for a Physical Prepaid eftpos® Gift Card or a Prepaid Digital Visa Gift Card recoverable by way of redemption by each Eligible Claimant who Purchases an Eligible Product from a Recognised Stockist during the Promotional Period and submits the online Claim Form during the Redemption Period in accordance with these Terms and Conditions.
6. Participation in this Redemption Offer is deemed acceptance of these Terms and Conditions. The Redemption Offer is not valid in conjunction with any other offer of the Promoter.
7. The Redemption Offer is subject to stock availability of the Eligible Products.
8. The Promoter is not responsible for any delays in product delivery or installations from Recognised Stockists. It is the responsibility of the Eligible Claimant to ensure that they allow ample time when purchasing an Eligible Product to ensure they do not miss any of the specified deadlines in these Terms and Conditions. The Promoter will make all necessary efforts to ensure stock availability for the duration of the Redemption Offer and any exceptions will be at the sole discretion of the Promoter.
9. The Promoter reserves the right to vary or amend these Terms and Conditions or to extend or cancel the Redemption Offer at any time.
10. **Definitions** The following definitions apply for the purposes of these Terms and Conditions:

Promotional Period	Start time and date	9.00am AEDT on 1 st April 2024
	End time and date	11.59pm AEST on 31 st July 2024
Redemption Period	Start time and date	9.00am AEDT on 1 st April 2024
	End time and date	11:59pm AEST on 31 st August 2024
Claim Form	means a form enabling an Eligible Claimant to participate in the Redemption Offer being the form available at www.mitsubishielectric.com.au/promotions .	
Eligible Claimant	means a person who meets all the requirements of clause 11.	
Eligible Product	<p>means a single wall mounted air conditioner unit connected to a single outdoor unit from the Mitsubishi Electric Air Conditioner models listed in the table below.</p> <p>Valid Split System Air Conditioners (comprised of an indoor and outdoor unit) will be processed as a single system only. Please supply the model and serial number details for the indoor unit only, the outdoor unit cannot be claimed as an additional or separate system.</p> <p><i>Please note:</i> Multi Split System Air Conditioners (comprising of two or more indoor and one outdoor unit) are not Eligible Products.</p> <p><i>An invoice description such as “Mitsubishi Electric 7.1kW indoor AC” is not an Eligible Product model number. A copy of the original tax invoice for an Eligible Product uploaded</i></p>	

to a Claim Form must show the Eligible Product's model number as listed in the table below.

Model series	Model number and corresponding Physical Prepaid eftpos Gift Card or Prepaid Digital Visa Gift Card amount			
	\$100	\$150	\$200	\$400
MSZ-AP	MSZ-AP20KIT	MSZ-AP71KIT	MSZ-AP80KIT	
	MSZ-AP25KIT			
	MSZ-AP35KIT			
	MSZ-AP42KIT			
	MSZ-AP50KIT			
	MSZ-AP60KIT			
	MSZ-AS			
MSZ-LN	MSZ-LN25KIT			
	MSZ-LN35KIT			
	MSZ-LN50KIT			
	MSZ-LN60KIT			
MSZ-EF	MSZ-EF25B/W/SKIT			
	MSZ-EF35B/W/SKIT			
	MSZ-EF42B/W/SKIT			
	MSZ-EF50B/W/SKIT			
MSY-GW/GY (Cooling Only)	MSY-GW25KIT	MSY-GW71KIT	MSY-GW80KIT MSY-GY90KIT	
	MSY-GW35KIT			
	MSY-GW42KIT			
	MSY-GW50KIT			
	MSY-GW60KIT			
MFZ-KW	MFZ-KW25KIT			
	MFZ-KW35KIT			
	MFZ-KW42KIT			
	MFZ-KW50KIT			
	MFZ-KW60KIT			
PEA-M			PEA-M100 GAAV...KIT/GAAY...KIT ...KIT HAAV...KIT/HAAY...KIT	
			PEA-M125 GAAV...KIT/GAAY...KIT ...KIT HAAV...KIT/HAAY...KIT	
				PEA-M140 GAAV...KIT/GAAY...KIT HAAV...KIT/HAAY...KIT

Gift Card means a Physical Prepaid eftpos Gift Card or a Prepaid Digital Visa Gift Card.

Household means the residential street address listed on the original tax invoice uploaded to a submitted Claim Form which matches the residential street address listed on the utility bill uploaded to the same submitted Claim Form.

Physical Prepaid eftpos Gift Card	means a Physical Prepaid eftpos Gift Card that is credited with an amount in Australian dollars that corresponds with a relevant Eligible Product as set out the table contained in the definition of "Eligible Product".
Prepaid Digital Visa Gift Card	means a Prepaid Digital Visa Gift Card that is credited with an amount in Australian dollars that corresponds with a relevant Eligible Product as set out the table contained in the definition of "Eligible Product".
Purchase	means purchase of an Eligible Product: <ul style="list-style-type: none"> (a) for use in a domestic and residential home application and not for non-residential, industrial or business use; (b) with payment in full being made during the Promotional Period, with zero (\$0) balance owing on the tax invoice; (c) within the Promotional Period; and (d) from a Recognised Stockist. (e) up to a maximum of six (6) Eligible Products per Household. The Promoter, at its sole discretion, may choose to extend the Redemption Offer to a greater number of Eligible Products purchased by an Eligible Claimant.
Recognised Stockist	means a selected retailer or Mitsubishi Electric Dealer with an address in Australia that advertises the Redemption Offer in its outlets and is recognised by the Promoter as participating in this Promotion.

11. Claimant Eligibility

	<ul style="list-style-type: none"> (a) The Redemption Offer is only open to an Australian resident, with an Australian residential street address who: <ul style="list-style-type: none"> (i) is 18 years old or over; (ii) is an end consumer; (iii) is not a company, business or organisation of any description; (iv) Purchases an Eligible Product during the Promotional Period from a Recognised Stockist; (v) visits www.mitsubishielectric.com.au/promotions and follows the prompts on the online Claim Form and, to successfully complete and submit a valid Claim Form for the Redemption Offer: <ul style="list-style-type: none"> (A) inputs into the Claim Form all requested details without limitation including the Eligible Claimant's first name and surname, residential street address (PO boxes are not acceptable), email address and contact telephone number; (B) uploads to the online Claim Form a copy of the original tax invoice which clearly shows the following: <ul style="list-style-type: none"> (I) the Eligible Claimant's full name; (II) the Claimant's Household; (III) model and serial number of the Eligible Product Purchased by the Eligible Claimant. An invoice description of an Eligible Product such as "<i>Mitsubishi Electric 7.1kW indoor AC</i>" is not a model number; (IV) the name and ABN of the Recognised Stockist who the Eligible Claimant Purchased the Eligible Product from; and (V) the date the Eligible Claimant Purchased the Eligible Product; (C) uploads to the online Claim Form a copy of a utility bill which clearly shows the Eligible Claimant's Household;
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	<p>(D) provides the serial number of the Eligible Product in the Claim Form (for Valid Split System Air Conditioners, this must be serial number of the indoor unit and outdoor unit); and</p> <p>(E) submits the completed online Claim Form agreeing to these Terms and Conditions within the Redemption Period; and</p> <p>(vi) is not otherwise ineligible to participate in the Redemption Offer as set out in these Terms and Conditions and in particular clause 11(c).</p> <p>(b) Following the submission of the online Claim Form, the Eligible Claimant (whether being an Eligible Claimant or not) will receive a unique claim reference number.</p> <p>(c) The following persons are ineligible to claim the Redemption Offer:</p> <p>(i) anyone that does not meet the criteria in clause 11(a);</p> <p>(ii) employees or contractors of the Promoter, the Promoter's Agent and agencies associated with the Redemption Offer (and their immediate family members). Immediate family members mean any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin;</p> <p>(iii) persons or organisations who make the purchase (i) who have an Australian Business Number; (ii) as part of commercial or business transactions or for residential development projects or commercial or industrial works; (iii) via an auction or online bidding website; (iv) of second hand products; (v) of 'C grade' or 'seconds' products, or (vi) of refurbished or demonstration products;</p> <p>(iv) persons or organisations who make the purchase in the name of, or on behalf of, a trust, company, business, or commercial, or residential developers, builders, subcontractors, installers, resellers or real estate agents or any other person or organisation who makes the purchase for business purposes;</p> <p>(v) persons who have, in the opinion of the Promoter, breached the terms and conditions of any other promotion and/or campaign run by or on behalf of the Promoter; and</p> <p>(vi) sub-contractors of retailers.</p> <p>(d) No Gift Card will be given to any installer, subcontractor or business who attempts to claim the Redemption Offer on behalf of another person.</p> <p>(b) For the avoidance of doubt, installers, subcontractors and the like should not offset any Gift Card to the end consumer at the time of invoicing in the belief that this will be returned by the Promoter. This concept is not supported, endorsed or permitted under these Terms and Conditions.</p>
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12. Claim Validation

	<p>(a) All entries will be validated by the Promoter's Agent.</p> <p>(b) Eligible Claimants must retain their original tax invoice which was used to submit a Claim Form.</p> <p>(c) The Promoter or the Promoter's Agent each have absolute discretion to determine whether a person is an Eligible Claimant.</p> <p>(d) To verify the validity of the entries and the details submitted as part of a Claim Form, the Promoter reserves the right to request from a person claiming they are an Eligible Claimant at any time additional information including but not limited to:</p> <p>(i) appropriate photo identification, including a license, proof of age card or passport;</p> <p>(ii) their proof of purchase that corresponds to all entries they have submitted;</p> <p>(iii) photograph/s of each Eligible Product's compliance plate that clearly identifies each Eligible Product's unit model and serial number;</p> <p>(iv) proof of the installation of each Eligible Product Purchased at the Eligible Claimant's Household; and</p>
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	<ul style="list-style-type: none"> (v) proof of the Eligible Claimant's ownership of the street address listed on the Claim Form. (b) All documents and information (including the serial number of an Eligible Product Purchased by an Eligible Claimant) uploaded to the online Claim Form will be verified and validated by the Promoter or the Promoter's Agent (as directed by the Promoter). (c) If: <ul style="list-style-type: none"> (i) any documents uploaded by an Eligible Claimant to the online Claim Form cannot be opened, are illegible or are partial copies; and/or (ii) the Promoter or the Promoter's Agent (as applicable) cannot validate the serial number and/or the tax invoice submitted by the Eligible Claimant, <p>the Promoter will email the Eligible Claimant requesting they re-submit the online Claim Form with additional information and/or documents so the Promoter or the Promoter's Agent may verify the validity of the entry. The Eligible Claimant will have fourteen (14) days from the date of the Promoter's email to provide the valid information as applicable through the online Claim Form page (Document Request Period). The Promoter in its absolute discretion may deem any claim invalid if the Eligible Claimant fails to provide the further requested information to the Promoter by the end of the Redemption Period.</p> (d) Entries submitted by any person other than an Eligible Claimant including, but not limited to, any ineligible person described in clause 11(c) will be considered invalid. (e) The Promoter reserves the right in its sole discretion to decline any individual deemed by the Promoter to have breached any of these Terms and Conditions or engaged in unlawful or improper misconduct comprising the fair and just running of the Redemption Offer. (f) Late, incomplete, indecipherable or fraudulent claims will be deemed invalid. It is the Eligible Claimant's responsibility to ensure that their contact details are correct and that the pictures uploaded to the online Claim Form or on the Promoter's request are clear. (g) Subject to clause 11, all Eligible Claimants who successfully complete and submit a valid Claim Form will receive the respective Gift Card amount stated in the table set out in the definition of "Eligible Product". (h) If any of the details that the Eligible Claimant provides in the Claim Form do not match the proof of purchase documentation uploaded to the Claim Form and received by the Promoter, the claim will be deemed invalid. (i) The Promoter reserves the right to verify any Redemption Offer claims and reject, in its absolute discretion, Redemption Offer claims that do not meet these Terms and Conditions. (j) The Promoter's decision is final, and no further correspondence will be entered into. (k) It is the responsibility of the Eligible Claimant to ensure that all Claim Forms are complete, accurate and submitted in full. The Promoter is not responsible not liable for Claim Forms not received within the Redemption Period. No responsibility will be taken by the Promoter for lost, late or misdirected Claim Forms. For clarity, the Promoter takes no responsibility for correspondence that is not read by the Eligible Claimant because the Eligible Claimant did not check their junk/spam folder.
13. Delivery	<ul style="list-style-type: none"> (a) A Gift Card can only be made out to the Eligible Claimant and is not transferable or exchangeable. If a Gift Card becomes unavailable for any reason beyond the reasonable control of the Promoter, a similar redemption of equal value will be provided. (b) The Gift Card may take up to 4 weeks for delivery from finalisation of a valid claim. (c) It is the Eligible Claimant's responsibility to ensure that all the details provided in the Claim Form for the Redemption Offer are accurate and that the Claim Form is complete, accurate and submitted in full. In particular, it is the responsibility of the Eligible Claimant to provide correct and up to date address details to the Promoter. (d) The Eligible Claimant is responsible for any costs associated with making a claim on the Promoter's website. The Promoter makes no guarantee that its website will be available

	<p>and will not be held responsible for interruption of service that may interfere with the Eligible Claimant's ability to participate in the Redemption Offer.</p> <p>(e) Claim Forms are deemed to be received at the time of the receipt into the Promoter's database, not the time of transmission by the Eligible Claimant.</p> <p>(f) If, in the opinion of the Promoter, the Redemption Offer is not capable of being conducted as reasonably anticipated for any reason, including but not limited to interference from an Eligible Claimant or other parties, technical difficulties, acts of God, or fraud, the Promoter reserves the right, in its sole discretion and to the fullest extent permitted by law to either disqualify an Eligible Claimant, or modify, suspend, terminate or cancel the Redemption Offer as considered appropriate by the Promoter.</p>
14. General	<p>(a) The Physical Prepaid eftpos Gift Card is subject to the following additional terms and conditions:</p> <ul style="list-style-type: none"> (i) The acceptance and use of a Physical Prepaid eftpos Gift Card is deemed acceptance of the terms and conditions of the Physical Prepaid eftpos Gift Card accessible at https://rewardscometrue.com.au/information/card-holder-19-digit-tcs/. It is the Eligible Claimant's responsibility to activate the Prepaid Digital Visa Gift Cards in accordance with these terms and conditions. (ii) Physical Prepaid eftpos Gift Cards are issued by Next Payments Pty Ltd ACN 160 985 106 (Next Payments) at the request of iGoDirect Group Pty Ltd ACN 110 897 320 (iGoDirect). Next Payments is an authorised deposit-taking issuer and holder of an Australian Financial Services Licence, AFSL number 474743. (iii) Physical Prepaid eftpos Gift Cards must be activated online at https://activ8card.com.au/ within six (6) months from the date of the letter provided with the Physical Prepaid eftpos Gift Card, otherwise the funds will be forfeited. (iv) Physical Prepaid eftpos Gift Cards are valid for twelve (12) months from the date the card is provided (subject to the activation period) with the Physical Prepaid eftpos Gift Card or when the entire value has been exhausted, whichever occurs first. At expiry, any remaining available balance will be forfeited. (v) Physical Prepaid eftpos Gift Cards are not transferable or exchangeable and cannot be redeemed as cash. (vi) The Physical Prepaid eftpos Gift Card is like cash and may not be replaced if misused, lost, stolen or damaged. <p>(b) The Prepaid Digital Visa Gift Card is subject to the following additional terms and conditions:</p> <ul style="list-style-type: none"> (i) The acceptance and use of a Prepaid Digital Visa Gift Card is deemed acceptance of the terms and conditions of the Physical Prepaid eftpos Gift Card accessible at https://truerewards.com.au/visa-gift-card-terms/. It is the Eligible Claimant's responsibility to activate the Prepaid Digital Visa Gift Cards in accordance with these terms and conditions. (ii) Prepaid Digital Visa Gift Cards are issued by Flexewallet Pty Ltd ABN 16 164 657 032 (Flexewallet) at the request of iGoDirect. iGoDirect has all rights in relation to the True Rewards eGift Card Platform and the Widgets (True Rewards). Flexewallet uses ANZ as an authorised deposit-taking institution and is a member of Visa. (iii) iGoDirect is the distributor and promoter of Prepaid Digital Visa Gift Cards. (iv) Prepaid Digital Visa Gift Cards are valid for the period advertised on the Prepaid Digital Visa Gift Card and in the email to the Eligible Claimant containing the Prepaid Digital Visa Gift Card, and will expire on the date indicated on the face of the Prepaid Digital Visa Gift Card as shown in the True Rewards app. (v) Prepaid Digital Visa Gift Cards are not transferable or exchangeable and cannot be redeemed as cash. (vi) After the Prepaid Digital Visa Gift 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

	<p>any unused value remaining and that unused value will become True Rewards' property immediately following the expiry date unless True Rewards elects otherwise.</p> <p>(vii) Using a Prepaid Digital Visa Gift Card – Prepaid Digital Visa Gift Cards are redeemable at retailers with contactless payment facilities or online merchants which support Apple Pay or Google Pay (some retailers may not accept Prepaid Digital Visa Gift Cards).</p> <p>(c) To the fullest extent permitted by law, the Promoter and its related companies, all their agencies including the Promoter's Agency and all those entities' personnel (the "Relevant Parties") exclude all liability for any loss (including any damage, claim, injury, cost or expense) which is suffered or incurred by any person in connection with the Redemption Offer including: (i) any indirect, economic or consequential loss; (ii) any loss arising from the negligence of a Relevant Party; (iii) any liability for personal injury or death. Nothing in these Terms and Conditions is intended to exclude, restrict or modify a person's rights under the <i>Competition and Consumer Act 2010</i> (Cth).</p>
<p>15. Privacy</p>	<p>(a) The Promoter collects personal information in order to conduct this Redemption Offer and may, for this purpose, disclose such information to third parties, including but not limited to agents, contractors, service providers and prize suppliers. The Promoter may, for an indefinite period, unless otherwise advised, use the information of Eligible Claimants for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning Eligible Claimants.</p> <p>(b) Other than set out in clause 15(a) above, the Promoter will use the personal information of Eligible Claimants in accordance with its privacy policy, available at https://www.mitsubishielectric.com.au/privacy-policy/</p> <p>(c) These Terms and Conditions are to be interpreted in accordance with the laws of the State of New South Wales and all parties submit to the non-exclusive jurisdiction of the Courts of that State.</p>
<p>16. Promotion Support is available at:</p>	<p>Phone: 1800 200 878 help@mitsubishielectricpromos.com.au</p>