



# REWARDS

## 2017/18

### Terms & Conditions

Rheem Australia Pty Limited (ABN 21 098 823 511) of 1 Alan Street, Rydalmere, New South Wales (**Rheem**) likes to reward its loyal business customers. To check if your business is eligible to share in these rewards, you must comply with these promotion terms.

These terms set out the basis on which Rheem will provide Reward Points to eligible businesses to be redeemed for merchandise, experiences or travel rewards listed on [www.rheemrewards.com.au](http://www.rheemrewards.com.au) upon claiming the purchase of those Rheem products listed in the Schedule (**Participating Products**).

These Terms replace the existing terms for the Rheem Rewards 2017/2018 Points Promotion and take effect on **01/01/2018**. The only change from the previous version of these Terms is the replacement of the *\$50 Rheem Rewards MasterCard performance incentive* (which expired on 31/12/2017) with Rheem's new *Refer a Mate performance incentive* (please see the new paragraph 13 below) and the addition of the *New member registration incentive* (please see new paragraphs 15 and 16 below). All the other terms remain the same.

#### Promotion period

1. This promotion commenced on 1/07/2017 and ends at 11:59 pm AEDST on 30/06/2018 (Promotion Period). All Reward Points must be redeemed by 11:59 pm AEDST on 31/08/2018.

#### Eligibility, Registration and Claims

2. Participation is only open to:
  - a) Australian residents aged 18 years or over who are licensed plumbers in Australia and work as sole traders (i.e. not as a part of, or as an employee of, a business) (Participating Individual); and
  - b) Businesses in Australia who employ licensed plumbers and provide plumbing services in Australia (Participating Business).
3. In these terms, Participants mean Participating Individuals and Participating Businesses.
4. These rewards are not available if the Participant:
  - a) is participating in any other offer related to Rheem or the Participating Products;
  - b) is receiving project, government or builder pricing; or
  - c) who subsequently agrees to rebate arrangements in relation to the Participating Products.
5. To be eligible to participate, earn points and claim rewards, Participants must:
  - a) visit [www.rheemrewards.com.au](http://www.rheemrewards.com.au) and register for the promotion, by providing all of the requested details (Registration). Once their Registration is completed and verified as valid, Participants will be issued with a unique login name and password that will allow access to an online account;
  - b) purchase a Participating Product either from Rheem or an authorised re-seller, being any retailer in Australia who can issue a valid tax invoice as described in paragraph 11; and

- c) login to their online account at [www.rheemrewards.com.au](http://www.rheemrewards.com.au) for purchases made from 1/07/2017 and 11.59pm AEDST 30/6/18. All purchases must be claimed within 6 months of purchase or by 31/7/18, which ever date occurs first, by:
    - i. submitting details of the Participating Product purchased, and where and from whom it was purchased; and
    - ii. uploading a scanned copy of the tax invoice (clearly showing the invoice number, date of purchase and Participating Product details).
6. Please note that to be eligible to claim a reward, all claims must be submitted within 6 months of purchase.
  7. All Registrations, claims and other actions under these Terms by Participating Businesses must be completed by an authorised representative of the business. Authorised representatives must be aged 18 years or over.
  8. Registrations and claims can only be submitted via the methods outlined above; no other means will be accepted, unless advised otherwise by Rheem in its absolute discretion.
  9. Incomplete or indecipherable Registrations and claims will be invalid.
  10. Only 1 claim can be submitted for each Participating Product purchased.
  11. Participants must retain their original tax invoice for all claims for a period of 3 months after the end of the Promotion Period. Failure to produce the original tax invoice for any claim when requested by Rheem may, in the absolute discretion of Rheem, result in invalidation of that claim and forfeiture of all rights to a reward based on that claim.
  12. Rheem reserves the rights, at any time, to:
    - a) verify the validity of Registrations, claims and

# Terms & Conditions (continued)

Participants (including their identity, age and place of residence and/or business); and

- b) disqualify any Participant who has breached any of these Terms.

## Refer a Mate

13. Participants (Referring Participants) may also earn points if they refer individuals or businesses who comply with the eligibility requirements in paragraph 2 (Referred Participants) who purchase Participating Products subject to the following terms:

- a) the Referred Participant must register in accordance with paragraph 5a in either March or April 2018 and nominate the Referring Participant as the referrer (only one Referring Participant can be nominated);
- b) at the time the Referred Participant registers:
  - i. the Referred Participant must not already be or have been a Participant in any Rheem Rewards Points Promotion; and
  - ii. the Referring Participant must already be registered in accordance with paragraph 5a;
- c) the Referred Participant must purchase a Participating Product in accordance paragraph 5b within 2 months after registering, and comply with the other obligations under these Terms;
- d) the Referring Participant will only be entitled to earn points from the purchases of the first 2 Referred Participants who register in accordance with paragraph 5a and nominate the Referring Participant as the referrer;
- e) the Referring Participant must purchase Participating Products during the Promotion Period and comply with the other obligations under these Terms; and
- f) the Referring Participant and the Referred Participant will each be entitled to 4,000 points for the first purchase of a Participating Product by the Referred Participant during the Promotion Period in which the Referred Participant first registered.

14. Participants must not market or promote this offer through general advertising or any public statements (eg on public blogs or search engines).

## New Member Registration –

### Limited Gift Card Offer

15. Each Participant who meets the eligibility requirements in paragraph 2 and successfully registers in accordance with paragraph 5a between 01/02/2018 and 31/03/2018 (Gift Card Promotion Period) will receive a BWS [electronic] gift card to the value of \$30.00 (Gift Card), subject to the following terms:

- a) the Participant must register with a valid and verified email address;
- b) at the time the Participant registers, the Participant must not already be or have been a Participant in any Rheem Rewards Points Promotion;
- c) subject to paragraph 15.d, Rheem will provide the Gift Cards to Participants who comply with the criteria in paragraphs 15.a and 15.b within 30 days after the end of the Gift Card Promotion Period; and

d) this offer is not available to Participants participating in the Refer a Mate performance incentive offer or any other offer related to Rheem or the Participating Products.

16. Use and expiry of the Gift Cards is governed by the applicable terms and conditions published by the "product issuer", available here.

## Performance Incentives, Points Redemption and Rewards

- 17. For every purchase, Participants will have Reward Points awarded to their online account in accordance with the table set out in the Schedule once Rheem has verified the claims, within 7 days of receipt of the claim. From time to time Rheem may have special offers which will entitle Participants to earn additional Reward Points.
- 18. Once Reward Points are allocated to their account, Participants can then use those Points to claim any rewards listed at [www.rheemrewards.com.au](http://www.rheemrewards.com.au), provided they have the required number of points to redeem that reward (as listed on the website) by 11.59 pm AEDST on 31/08/2018. Any Points not redeemed by that time will be forfeited.
- 19. Once Reward Points are used to redeem a reward, those Points will be deducted from the participant's online account.
- 20. All rewards must be accepted as offered and cannot be exchanged for cash or other benefits. Reward Points and rewards are not transferable, may not be redeemed by any other person and may not be pooled.
- 21. Rewards are subject to any additional conditions specified on the website and/or by the reward suppliers. This may include, but is not limited to additional delivery costs associated with goods being despatched to residential addresses by some reward suppliers.
- 22. If for any reason a Participant does not collect their selected reward at/by the time stipulated by Rheem, the reward may be forfeited.
- 23. If any reward is unavailable, Rheem, in its discretion, reserves the right to substitute the reward with a reward of the equal value and/or specification.

## Privacy

24. Rheem collects Participants' personal information in order to conduct this Promotion (including the plumber's name, business address, plumber's licence number, mobile number and email address). If the personal information requested by Rheem is not provided, the Participant may not participate in this Promotion. The Participant's personal information will be handled by Rheem in accordance with its Privacy Policy which can be found at [www.rheem.com.au/privacy](http://www.rheem.com.au/privacy). By participating in this promotion, each Participant is consenting to Rheem's handling of the Participant's personal information in accordance with the Rheem Privacy Policy. This use includes the use of the Participant's personal information for direct marketing purposes. Participants may choose to opt-out of the use of their personal information for direct marketing purposes by contacting Rheem's privacy officer either by:

- a) post to 55 Brodie Street, Rydalmere NSW 2116,

# Terms & Conditions (continued)

- Australia or PO Box 7508, Silverwater NSW 2128;  
 b) email to [privacy@rheem.com.au](mailto:privacy@rheem.com.au); or  
 c) telephone on (02) 9684 9100.

## General

25. Participants consent to Rheem using their name, likeness, image and/or voice (including photograph, film and/or recording of the same) in all media for the purpose of promoting this promotion.
26. All costs related to participating in this Promotion, and any tax liability arising out of participating in this Promotion, are the responsibility of the Participant.
27. 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,

Rheem's liability is limited, at its option, to:

- a) 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;
- b) in the case of services, resupplying, or paying the cost of resupplying, the services.
28. To the extent permitted by law, Rheem is not liable whether in contract, tort (including negligence) or otherwise for any loss of profits or any indirect or consequential loss, damage, cost or expense arising from or in connection with this Promotion.
29. A Participant must not assign or transfer, or purport to assign or transfer, to any other person any of its rights under these Terms. Rheem may assign or transfer to a related party any of its rights or obligations under these Terms.

## Any questions?

30. If you have any questions regarding this promotion, please contact us on 1300 909 545.

## ELIGIBLE MODELS - DOMESTIC

Rheem Gas Storage Models	Points Earned
90L 4 Star Gas Storage Water Heater	4,000
135L 4 Star Gas Storage Water Heater	6,000
170L 4 Star Gas Storage Water Heater	6,000
265 5 Star Gas Storage Water Heater	8,000
265 5 Star RheemPlus Gas Storage Water Heater	8,000
295 5 Star Gas Storage Water Heater	8,000
295 RheemPlus 5 Star Gas Storage Water Heater	8,000
330 5 Star Rheem Stellar Gas Storage Water Heater	8,000
360 5 Star Rheem Stellar Gas Storage Water Heater	8,000

Rheem Continuous Flow Models	Points Earned
12L/min 6 Star Continuous Flow Gas Water Heater (50°C & 60°C)	2,000
16L/min Metro 6 Star Continuous Flow Gas Water Heater (50°C & 60°C)	2,000
20L/min 6 Star Continuous Flow Gas Water Heater (50°C & 60°C)	2,000
26L/min Metro 6 Star Continuous Flow Gas Water Heater (50°C & 60°C)	3,000
27L/min 6 Star Continuous Flow Gas Water Heater (50°C & 60°C)	4,000
27L/min Internal 6 Star Continuous Flow Gas Water Heater (50°C & 60°C)	4,000

Rheem Electric Models	Points Earned
80L Electric Water Heater	4,000
125L Electric Water Heater	6,000
160L Electric Water Heater (Single & Twin Element)	6,000
250L Electric Water Heater (Single & Twin Element)	8,000
315L Electric Water Heater (Single & Twin Element)	8,000
400L Electric Water Heater (Single & Twin Element)	8,000
125L RheemPlus Electric Water Heater	6,000
160L RheemPlus Electric Water Heater	6,000
250L RheemPlus Electric Water Heater	8,000
315L RheemPlus Electric Water Heater	8,000
50L Stellar Stainless Steel Electric Water Heater	3,000
80L Stellar Stainless Steel Electric Water Heater	5,000
125L Stellar Stainless Steel Electric Water Heater	7,000
160L Stellar Stainless Steel Electric Water Heater	7,000
250L Stellar Stainless Steel Electric Water Heater (Single & Twin Element)	9,000
315L Stellar Stainless Steel Electric Water Heater (Single & Twin Element)	9,000

Rheem Pronto Instantaneous Gas Models	Points Earned
12L/min Pronto Instantaneous Gas Water Heater	2,000
16L/min Pronto Instantaneous Gas Water Heater	2,000

# Terms & Conditions (continued)

AquaMAX Gas Storage Models		Points Earned
270	5 Star Stainless Steel Gas Storage Water Heater	3,000
340	5 Star Stainless Steel Gas Storage Water Heater	4,000
390	5 Star Stainless Steel Gas Storage Water Heater	4,000

AquaMAX Electric Models		Points Earned
80L	Electric Water Heater VE	2,000
125L	Electric Water Heater VE	3,000
160L	Electric Water Heater VE	3,000
250L	Electric Water Heater VE (Single & Twin Element)	4,000
315L	Electric Water Heater VE (Single & Twin Element)	4,000
400L	Electric Water Heater VE (Single & Twin Element)	4,000
80L	Electric Water Heater Stainless Steel	3,000
125L	Electric Water Heater Stainless Steel	4,000
160L	Electric Water Heater Stainless Steel	5,000
250L	Electric Water Heater Stainless Steel	5,000
315L	Electric Water Heater Stainless Steel	5,000

Vulcan Electric Models		Points Earned
80L	Electric Water Heater	2,000
125L	Electric Water Heater	3,000
160L	Electric Water Heater	3,000
250L	Electric Water Heater	4,000
315L	Electric Water Heater (Single & Twin Element)	4,000
400L	Electric Water Heater (Single & Twin Element)	4,000

Vulcan Gas Storage Models		Points Earned
135L	4 Star Gas Storage Water Heater	3,000
170L	4 Star Gas Storage Water Heater	3,000

## ELIGIBLE MODELS - COMMERCIAL

Rheem Heavy Duty Gas Storage		Points Earned
HD Gas 260	(Internal & External)	12,000
HD Gas 265	(Internal & External)	14,000
HD Gas 275	(Internal & External)	16,000

Rheem Heavy Duty Electric		Points Earned
50L	HD Electric	8,000
315L	HD Electric (3 Element)	12,000
315L	HD Electric (6 Element)	14,000

Rheem Boiling & Chilled Water Units AVAILABLE Q2 2018		Points Earned
Filtered, boiling and chilled		12,000
Filtered, boiling, chilled and hot		14,000

Rheem Tankpak Series 2 Water Heaters		Points Earned
TankPak 2	(Internal & External)	20,000
TankPak 3	(Internal & External)	30,000
TankPak 4	(Internal & External)	35,000
TankPak 5	(Internal & External)	40,000
TankPak 6	(Internal & External)	45,000
TankPak 7	(Internal & External)	60,000
TankPak 8	(Internal & External)	60,000
TankPak 9	(Internal & External)	60,000
TankPak 10	(Internal & External)	70,000
TankPak 12	(Internal & External)	70,000
TankPak 14	(Internal & External)	70,000
TankPak 16	(Internal & External)	70,000
TankPak 18	(Internal & External)	70,000