

TERMS & CONDITIONS

- Promotion:**
"Spring into Savings" Plumbing Plus Cashback Promotion
- The Promoter:**
The "Promoter" is Rinnai Australia Pty Ltd (ABN: 74 005 138 769) 100 Atlantic Dr, Keysborough VIC 3173.
- Promotion Type:**
Cashback via Digital Prepaid Mastercard.
- Purchase Period:**
Purchase Period commences 9:00am AEST 1st October 2025.
Purchase Period concludes 11:59pm AEST 30th November 2025.
- Claim Period:**
Claim Period commences 9:00am AEST 1st October 2025.
Claim Period concludes 11:59pm AEST 31st December 2025.
- Participating Locations:**
Australian Capital Territory (ACT), New South Wales (NSW), South Australia (SA), Victoria (VIC), Northern Territory (NT), Tasmania (TAS), Western Australia (WA) and Queensland (QLD).
- Participating Merchants:**
Merchants participating in the Promotion ("Participating Merchants") are those that:
 - Stock the Participating Products (defined below); **and**
 - Display promotional advertising material during the Purchase Period.All Merchants within the Plumbing Plus Network are deemed Participating Merchants **unless** they have opted out of the Promotion. Locations where the Promotion is not redeemable are listed below.

Company Full Name	Suburb	State
Mitchell Building Supplies	Mitchell	ACT
Fyshwick Builders Supplies	Fyshwick	ACT
Southern Plumbing Supplies Pty Ltd	Fyshwick	ACT
Innovations - Retail Showroom	Fyshwick	ACT
Southern Plumbing Plus - Trade Store	Fyshwick	ACT
Innovations - Retail Showroom	Mitchell	ACT
Southern Plumbing Plus - Trade Store	Mitchell	ACT
Ace Gutters	Mortdale	NSW
Ace Gutters	South Nowra	NSW
Cass Brothers	Petersham	NSW
Cass Brothers	Waverley	NSW
CBS Building Supply	Minchinbury	NSW
Cook's Plumbing Supplies	North Rocks	NSW
Cook's Plumbing Supplies	Albion Park	NSW
Home Options Gallery (by appointment only)	Baulkham Hills	NSW
Cook's Plumbing Supplies	Botany	NSW
Cook's Plumbing Supplies – Project Warehouse	Botany	NSW
Cook's Plumbing Supplies	Castle Hill	NSW
Cook's Plumbing Supplies	Moorebank	NSW
Cook's Plumbing Supplies	Windsor	NSW
Cook's Plumbing Supplies	Penrith	NSW

Cook's Plumbing Supplies – Builders Warehouse	Penrith	NSW
Cook's Plumbing Supplies	Frenchs Forest	NSW
Cook's Plumbing Supplies	Beresfield	NSW
Dahlsens Albury-Wodonga	Albury	NSW
Dahlsens Deniliquin	Deniliquin	NSW
Dahlsens Griffith	Griffith	NSW
Dahlsens Wagga Wagga - Trade & Truss and Frame	Wagga Wagga	NSW
Dahlsens Kirrawee	Kirrawee	NSW
Dahlsens Rydalmere	Rydalmere	NSW
Dahlsens Smeaton Grange	Smeaton Grange	NSW
Dahlsens Smithfield	Smithfield	NSW
Dahlsens Morisset	Morisset	NSW
Dahlsens Wyong - Truss and Frame	Wyong	NSW
Dahlsens Ulladulla - Truss and Frame	Ulladulla	NSW
Dahlsens Alexandria	Alexandria	NSW
Dahlsens Central Coast - Distribution Centre	West Gosford	NSW
Dahlsens Macarthur - Truss and Frame	Smeaton Grange	NSW
Dahlsens Riverstone - Truss and Frame	Riverstone	NSW
DIY Timbers (Dahlsens)	Bomaderry	NSW
Eagles Plumbing Plus - Administration	West Gosford	NSW
Eagles Plumbing Plus	Cessnock	NSW
Eagles Plumbing Plus	Charmhaven	NSW
Eagles Plumbing Plus	Coffs Harbour	NSW
Eagles Plumbing Plus	Forster	NSW
Eagles Plumbing Plus	Long Jetty	NSW
Eagles Plumbing Plus	Bennetts Green	NSW
Eagles Plumbing Plus	Mayfield West	NSW
Renovators Discount Depot	Wallsend	NSW
Eagles Plumbing Plus	Raymond Terrace	NSW
Eagles Plumbing Plus	Rutherford	NSW
Eagles Plumbing Plus	South Lismore	NSW
Eagles Plumbing Plus - Commercial Division	West Gosford	NSW
Eagles Plumbing Plus	West Gosford	NSW
Eagles Plumbing Plus	Woy Woy	NSW
Renovators Discount Depot	Erina	NSW
Eagles Plumbing Plus	Morisset	NSW
Eagles The Plumbing Shop	Prestons	NSW
Eagles The Plumbing Shop	Kings Park	NSW
Eagles The Plumbing Shop	Smeaton Grange	NSW
Fishers Plumbing Plus	Port Macquarie	NSW
Fishers Plumbing Plus	Kempsey	NSW
Gainforts Plumbing Supplies	Mona Vale	NSW
Gainforts Plumbing Supplies	Hornsby	NSW
Hardware & General Supplies Administration	Brookvale	NSW

Hardware & General Supplies Bathroom, Kitchen, Hotwater & Plumbing	Blacktown	NSW
Hardware & General Supplies Bathroom Fittings	Brookvale	NSW
Hardware & General Supplies Drainage, Tanks & Gardening	Brookvale	NSW
Hardware & General Supplies Gutter & Roofing Supplies	Brookvale	NSW
Hardware & General Supplies Home Appliances & Sinks	Brookvale	NSW
Hardware & General Supplies Hot Water & Heating	Brookvale	NSW
Hardware & General Supplies Lighting & Electrical	Brookvale	NSW
Hardware & General Supplies Plumbing Supplies	Brookvale	NSW
Hardware & General Supplies Project Division	Brookvale	NSW
Hardware & General Supplies The Tap Shop	Brookvale	NSW
Hardware & General Supplies Tile Centre	Brookvale	NSW
Hardware & General Supplies Renovators Discount Centre	Brookvale	NSW
Hardware & General Supplies	Dural	NSW
Hardware & General Supplies	Hornsby	NSW
Hardware & General Supplies Bathroom, Kitchen, Hotwater & Plumbing	Mona Vale	NSW
Hardware & General Supplies Bathroom, Kitchen, Hotwater & Plumbing	Peakhurst	NSW
Hardware & General Supplies Customer Service Centre	Brookvale	NSW
Hardware & General Supplies**(Not open yet)	Terrey Hills	NSW
Jones's Plumbing Plus	Corowa	NSW
Jones's Plumbing Plus	Albury	NSW
Kents H Hardware	Orange	NSW
Molong H Hardware	Molong	NSW
Poliak Building Supply Company	Enfield	NSW
Innovations - Retail Showroom	Albury	NSW
Southern Plumbing Plus - Trade Store	Albury	NSW
Innovations - Retail Showroom	Goulburn	NSW
Southern Plumbing Plus - Trade Store	Goulburn	NSW
Innovations - Retail Showroom	Wagga Wagga	NSW
Southern Plumbing Plus - Trade Store	Wagga Wagga	NSW
Quality Building Supplies	Orange	NSW
Quality Building Supplies	Blayney	NSW
Tate's Plumbing Plus	Orange	NSW
Thrifty Bathrooms & Plumbing Plus	Granville	NSW
Thrifty Plumbing Supplies	Campsie	NSW
The Bathroom Outlet	Campsie	NSW
wc bath + shower	Chatswood	NSW
Thrifty Plumbing Supplies	Seven Hills	NSW
Tweed Heads Plumbing Supplies Pty Ltd	Tweed Heads South	NSW
Watertek Irrigation & Plumbing	Griffith	NSW
Watertek	Wagga Wagga	NSW
Williams Building Supplies	Murwillumbah	NSW

Williams Building Supplies	Ballina	NSW
Williams Building Supplies	Byron Bay	NSW
Williams Building Supplies	Casino	NSW
Williams Building Supplies	Goonellabah	NSW
Williams Building Supplies	Murwillumbah	NSW
Williams Building Supplies	South Grafton	NSW
Galvins Plumbing Supplies	Darwin	NT
Galvins Plumbing Supplies	Yarrowonga	NT
Nortruss Hardware	Winnellie	NT
GIS Nhulunbuy	Nhulunbuy	NT
Territory Plumbing Supplies	Pinelands	NT
A L Wilshere & Co Plumbing Centre	Ayr	QLD
BMS Mitre 10	Toowoomba	QLD
BMS Mitre 10	Toowoomba	QLD
BMS Mitre 10	Toowoomba	QLD
B P Plumbing Supplies	Nambour	QLD
B P Plumbing Supplies	Beenleigh	QLD
B P Plumbing Supplies	Brendale	QLD
B P Plumbing Supplies	Caboolture	QLD
B P Plumbing Supplies	Slacks Creek	QLD
Bretts Timber & Hardware - Administration	Chermside	QLD
Bretts Timber & Hardware	Browns Plains	QLD
Bretts Timber & Hardware	Caboolture	QLD
Bretts Timber & Hardware	Coorparoo	QLD
Bretts Timber & Hardware	Geebung	QLD
Bretts Timber & Hardware	Narangba	QLD
Bretts Timber & Hardware	Chermside	QLD
Brisbane Wholesale Hardware	Woolloongabba	QLD
Cairns Hardware Support Office & Hardware	Cairns	QLD
Tableland Hardware Atherton	Atherton	QLD
Cairns Hardware - Bathroom & Kitchen	Cairns	QLD
Cairns Hardware - Trade Centre	Cairns	QLD
Cooktown Hardware	Cooktown	QLD
Cairns Hardware - Edmonton	Edmonton	QLD
Innisfail Hardware	Innisfail	QLD
Tableland Hardware Mareeba	Mareeba	QLD
Mossman Hardware	Mossman	QLD
Cairns Hardware - Roofing Centre	Cairns	QLD
Cairns Hardware - Smithfield	Cairns	QLD
Townsville Hardware	Garbutt	QLD
Cairns Hardware - Gordonvale	Gordonvale	QLD
Herbert Hall Hardware	Charters Towers	QLD
Cook's Plumbing Supplies	Brendale	QLD
Cook's Plumbing Supplies	Sumner Park	QLD

Cook's Plumbing Supplies	East Brisbane	QLD
Cook's Plumbing Supplies	Burleigh Heads	QLD
Eagles The Plumbing Shop	Upper Coomera	QLD
Express Plumbing Supplies	Alderley	QLD
Express Plumbing Supplies	Burleigh Heads	QLD
Express Plumbing Supplies	Labrador	QLD
K & R Plumbing Supplies	Toowoomba	QLD
K & R Plumbing Supplies	Chinchilla	QLD
K & R Plumbing Supplies	Gatton	QLD
K & R Plumbing Supplies	Ipswich	QLD
K & R Plumbing Supplies	Mt Gravatt	QLD
K & R Hot Waterworld	Toowoomba	QLD
K & R Plumbing Supplies	Albion	QLD
Kingaroy Plumbing Works	Kingaroy	QLD
NCP	Maroochydore	QLD
NCP	Caloundra	QLD
NCP	Gympie	QLD
NCP	Nambour	QLD
NCP	Noosaville	QLD
Porters Mitre10	Whitsunday	QLD
Porters Plumbing Supplies	Mackay	QLD
Porters Mitre10	Marian	QLD
Porters Mitre10	Sarina	QLD
Porters Mitre 10 Northern Beaches	Rural View	QLD
Roma Home Improvement Centre	Roma	QLD
Specialised Plumbing Centre	Albion	QLD
T.G.T. H Hardware	Mareeba	QLD
T.G.T. H Hardware	Dimbulah	QLD
T.G.T. Pty Ltd	Tolga	QLD
Specialised Plumbing Centre	Acacia Ridge	QLD
Berri Irrigation & Plumbing	Berri	SA
Pickard Building Supplies - Warehouse	Windsor Gardens	SA
Pickard Building Supplies - Selection Centre	Dry Creek	SA
Pickard Building Supplies	Dry Creek	SA
Routleys Bathroom Kitchen Laundry Pty Ltd - Malvern	Malvern	SA
Scott's Plumbing Supplies	Klemzig	SA
Burnie Plumbing Supplies	Burnie	TAS
Derwent Park Plumbing Supplies	Derwent Park	TAS
Ace Gutters	Braeside	VIC
Ace Gutters	Braeside	VIC
Agnews Plumbing Plus	Numurkah	VIC
Agnews Plumbing Plus	Cobram	VIC
Agnews Plumbing Plus	Echuca	VIC
Agnews Plumbing Plus	Kyabram	VIC

Agnews Plumbing Plus	Shepparton	VIC
Allen Dunn Plumbing Supplies	Maryborough	VIC
Ballarat Plumbpro	Ballarat	VIC
Benton's Plumbing Supplies - Registered Office	Keilor East	VIC
Benton's Plumbing Supplies	Bendigo	VIC
Benton's Plumbing Supplies	Campbellfield	VIC
Benton's Plumbing Supplies	Coburg North	VIC
Benton's Plumbing Supplies	Corio	VIC
Benton's Gas Store	Derrimut	VIC
Benton's Plumbing Supplies	Derrimut	VIC
Benton's Plumbing Supplies	New Gisborne	VIC
Benton's Plumbing Supplies	Golden Square	VIC
Benton's Plumbing Supplies	Heatherton	VIC
Benton's Plumbing Supplies	Heidelberg	VIC
Benton's Plumbing Supplies	Hoppers Crossing	VIC
Benton's Plumbing Supplies	Leongatha	VIC
Benton's Plumbing Supplies	Sth Melbourne	VIC
Benton's Plumbing Supplies	Thomastown	VIC
Benton's Plumbing Supplies	Williamstown	VIC
Benton's Plumbing Supplies	Keilor East	VIC
DC Warehouse	Campbellfield	VIC
Burdens Plumbing Supplies	Dandenong South	VIC
Burdens Plumbing Supplies	Balwyn	VIC
Burdens Plumbing Supplies	Braeside	VIC
Burdens Plumbing Supplies	Ferntree Gully	VIC
Burdens Plumbing Supplies	Glen Waverley	VIC
Burdens Plumbing Supplies	Lilydale	VIC
Burdens Plumbing Supplies	Pakenham	VIC
Burdens Plumbing Supplies	Ringwood	VIC
Burdens Plumbing Supplies	Thomastown	VIC
Burdens Plumbing Supplies	Warragul	VIC
Burdens Plumbing Supplies	Cranbourne	VIC
Burdens Plumbing Supplies	Somerville	VIC
Burdens Plumbing Supplies	Footscray	VIC
Burdens Plumbing Supplies	Murrumbeena	VIC
Burnett's Plumbing Supplies	Officer	VIC
Burnett's Plumbing Supplies	Geelong South	VIC
Burnett's Plumbing Supplies	Drysdale	VIC
Burnett's Plumbing Supplies	Grovedale	VIC
Burnett's Plumbing Supplies	Ocean Grove	VIC
Burnett's Plumbing Supplies	North Geelong	VIC
Camerons Plumbing	Ballarat	VIC
Camerons Welding & Industrial	Ballarat Central	VIC
Camerons Steel	Ballarat Central	VIC

Camerons Plumbing	Bendigo	VIC
Camerons Plumbing	Castlemaine	VIC
Camerons Plumbing	Stawell	VIC
Camerons Plumbing	Warrnambool	VIC
Dahlsens Building Centres Pty Ltd - Administration Office	Notting Hill	VIC
Dahlsens Bairnsdale - Trade/Truss and Frame	Bairnsdale	VIC
Dahlsens Ballarat - Truss and Frame	Ballarat	VIC
Dahlsens Ballarat	Ballarat	VIC
Dahlsens Craigieburn - Truss and Frame	Craigieburn	VIC
Dahlsens Cranbourne	Cranbourne	VIC
Dahlsens Echuca	Echuca	VIC
Dahlsens Lakes Entrance	Lakes Entrance	VIC
Dahlsens Laverton	Laverton	VIC
Dahlsens Mildura -Trade/Truss and Frame	Mildura	VIC
Dahlsens Myrtleford - Mitre10	Myrtleford	VIC
Dahlsens Pakenham	Pakenham	VIC
Dahlsens Sale	Sale	VIC
Dahlsens Swan Hill	Swan Hill	VIC
Dahlsens Traralgon - Trade & Truss and Frame	Traralgon	VIC
Dahlsens Warragul	Warragul	VIC
Dahlsens Bayswater	Bayswater	VIC
Dahlsens Bairnsdale - Garden Centre	Bairnsdale	VIC
Dahlsens Sale - Roofing	Sale	VIC
Dahlsens Shepparton - Truss and Frame	Shepparton	VIC
Dahlsens Thomastown	Thomastown	VIC
Harris Trade Plumbing Supplies - Administration	Bayswater	VIC
Harris Trade Plumbing Supplies	Bayswater	VIC
Harris Trade Plumbing Supplies	Dandenong	VIC
Harris Trade Plumbing Supplies	Eltham	VIC
Harris Trade Plumbing Supplies	Epping	VIC
Harris Trade Plumbing Supplies	Hoppers Crossing	VIC
Harris Trade Plumbing Supplies	Melton	VIC
Harris Trade Plumbing Supplies	Pakenham	VIC
Mildura Plumbing Plus	Mildura	VIC
Mitcham Plumbing Supplies	Mitcham	VIC
Platinum Plumbing Plus	Sale	VIC
Platinum Plumbing Plus	Maffra	VIC
Pro Plumbing Supplies Vermont	Vermont	VIC
Pro Plumbing Supplies Thomastown	Thomastown	VIC
Rainbow Plumbing & Civil	Diamond Creek	VIC
Southern Plumbing Plus - Trade Store	Wodonga	VIC
Todd Plumbing Supplies	Bairnsdale	VIC
Todd Plumbing Supplies	Lakes Entrance	VIC
Universal Plumbing Supplies Seaford	Seaford	VIC

Universal Plumbing Supplies Tullamarine	Brooklyn	VIC
Beri Plumbing & Hardware	Osborne Park	WA
Colli Timber and Hardware	Malaga	WA
Colli Timber and Hardware	Cardup	WA
Galvins Plumbing Supplies	Osborne Park	WA
Galvins Plumbing Supplies	Bassendean	WA
Galvins Plumbing Supplies	Broome	WA
Galvins Plumbing Supplies	Bunbury	WA
Galvins Plumbing Supplies	Busselton	WA
Galvins Plumbing Supplies	Clarkson	WA
Galvins Plumbing Supplies	Geraldton	WA
Galvins Plumbing Supplies	Karratha	WA
Galvins Plumbing Supplies	Kelmscott	WA
Galvins Plumbing Supplies	Kununurra	WA
Galvins Plumbing Supplies	Mandurah	WA
Galvins Plumbing Supplies	Nedlands	WA
Galvins Plumbing Supplies	Newman	WA
Galvins Plumbing Supplies	Perth	WA
Galvins Plumbing Supplies	Chadwick	WA
Galvins Plumbing Supplies	Port Hedland	WA
Galvins Plumbing Supplies	Rockingham	WA
Galvins Plumbing Supplies	Spearwood	WA
Galvins Plumbing Supplies	Wanneroo	WA
Galvins Plumbing Supplies	Welshpool	WA
Galvins Plumbing Supplies	Willetton	WA
Galvins Plumbing Supplies	Ellenbrook	WA
Galvins Plumbing Supplies	Yanchep	WA
Kimberley Hardware & Trade	Broome	WA
Parkwood Hardware	Canning Vale	WA
Parkwood Plumbing Centre Showroom	Canning Vale	WA
Regal Plumbing Supplies	Malaga	WA
Regal Garden Supplies	Forrestdale	WA
Regal Concept Design	Osborne Park	WA
Tuck Plumbing Fixtures	Osborne Park	WA

8. **Eligible Claimants:**

- a) The cashback Promotion is only open to individuals aged 18 years or older who are residents of Australia, excluding management and employees (and the immediate families of employees) of the Promoter, its associated companies/subsidiaries, the Participating Merchants and agencies associated with this Promotion ("Eligible Claimants").
- b) "Employees" means any directors, management, employees, concessionaires, consultants, officers and contractors or other such people who perform work under the control of another in exchange for payment.
- c) The Promoter is responsible for determining whether a person is an Eligible Claimant in its absolute discretion.

9. **Participating Products:**

Participating Products are defined as any of the following products:

Product Name	Model
Infinity Enviro - Continuous Flow	
INFINITY Enviro 16 (7.0 Star Equivalent)	INF16EL50A
	INF16EN50A
	INF16EL60A
	INF16EN60A
INFINITY Enviro 26 (7.0 Star Equivalent)	INF26EL50A
	INF26EN50A
	INF26EL60A
	INF26EN60A
Infinity B Series- Continuous Flow	
INFINITY B12	INF12L50B
	INF12N50B
	INF12L60B
	INF12N60B
INFINITY B16	INF16L50B
	INF16N50B
	INF16L60B
	INF16N60B
INFINITY B20	INF20L50B
	INF20N50B
	INF20L60B
	INF20N60B
INFINITY B26	INF26L50B
	INF26N50B
	INF26L60B
	INF26N60B
	INF26L42B
	INF26N42B
Black 26	B26N50ABLK
	B26N60ABLK
Efinity Electric Continuous Flow	
EFINITY 14KW	ECF14I50
	ECF14I60
EFINITY 19KW	ECF19I50
	ECF19I60
EFINITY 29KW	ECF29I50
	ECF29I60
Heat Pumps & Split Heat Pumps	
Enviroflo - 300L Vitreous Enamel with element	EHPA300VM
Enviroflo - 300L Vitreous Enamel with element	EHPA300VMH
Enviroflo - 340L Vitreous Enamel with element	EHPA340VM
Enviroflo - 340L Vitreous Enamel with element	EHPA340VMH
Enviroflo - 215L Vitreous Enamel with element	EHPG215VM
Enviroflo - 280L Vitreous Enamel with element	EHPG280VM

Enviroflo - 300L Vitreous Enamel with element	EHPG300VM
Enviroflo - 180L Vitreous Enamel with element	EHPT180VM
Enviroflo - 215L Vitreous Enamel with element	EHPS215VM
Enviroflo S (7.0) - SPLIT ELECTRIC HEAT PUMP	SHPL70
250L Vitreous Enamel with element	HPTB250VM24
250L Vitreous Enamel with element	HPTB250VM24H
315L Vitreous Enamel with element	HPTB315VM24
315L Vitreous Enamel with element	HPTB315VM24H
400L Vitreous Enamel with element	HPTB400VM24
400L Vitreous Enamel with element	HPTB400VM24H
SHPL70 + 250L Tank Vitreous Enamel with element	KSHP250M24L70
SHPL70 + 250L Tank Vitreous Enamel with element HW	KSHP250M24L70H
SHPL70 + 315L Tank Vitreous Enamel with element	KSHP315M24L70
SHPL70 + 315L Tank Vitreous Enamel with element HW	KSHP315M24L70H
SHPL70 + 400L Tank Vitreous Enamel with element	KSHP400M24L70
SHPL70 + 400L Tank Vitreous Enamel with element HW	KSHP400M24L70H
Infinity Range - Continuous Flow	
INFINITY 12	INF12L50MA
	INF12N50MA
	INF12L60MA
	INF12N60MA
INFINITY 16	INF16L50MA
	INF16N50MA
	INF16L60MA
	INF16N60MA
INFINITY 20	INF20L50MA
	INF20N50MA
	INF20L60MA
	INF20N60MA
INFINITY 26	INF26L50MA
	INF26N50MA
	INF26L60MA
	INF26N60MA
	INF26L42MA
	INF26N42MA
INFINITY 32	INF32L50MA
	INF32N50MA
	INF32L60MA
	INF32N60MA
INFINITY 26 TOUCH With Wireless Temperature Control	INF26TL50MA
	INF26TN50MA
	INF26TL60MA
	INF26TN60MA
B Series Range - Continuous Flow	
B16 Builders Model	B16L50A
	B16N50A

	B16L60A
	B16N60A
B20 Builders Model	B20L50A
	B20N50A
	B20L60A
	B20N60A
B26 Builders Model	B26L50A
	B26N50A
	B26L60A
	B26N60A
Electric Hotflo Plus Storage & Heat Pump Range	
ELEC HFLO PLUS 50L 3x3.6KW	EHFP50L336
ELEC HFLO PLUS 50L 3x3.6KW HW	EHFP50L336H
ELEC HFLO PLUS 50L 3x4.8KW	EHFP50L348
ELEC HFLO PLUS 50L 3x4.8KW HW	EHFP50L348H
ELEC HFLO PLUS 25L 3.6Kw	EHFP25S36
ELEC HFLO PLUS 25L 2.4Kw W/P	EHFP25S24P
ELEC HFLO PLUS 50L 3.6Kw	EHFP50S36
ELEC HFLO PLUS 50L 2.4Kw W/P	EHFP50S24P
ELEC HFLO PLUS 80L 2.4Kw	EHFP80S24
ELEC HFLO PLUS 80L 2.4Kw HW	EHFP80S24H
ELEC HFLO PLUS 80L 3.6Kw	EHFP80S36
ELEC HFLO PLUS 80L 3.6Kw HW	EHFP80S36H
ELEC HFLO PLUS 125L 1.8Kw	EHFP125S18
ELEC HFLO PLUS 125L 1.8Kw HW	EHFP125S18H
ELEC HFLO PLUS 125L 3.6Kw HW	EHFP125S36H
ELEC HFLO PLUS 125L 3.6Kw	EHFP125S36
ELEC HFLO PLUS 160L 2.4Kw	EHFP160S24
ELEC HFLO PLUS 160L 2.4Kw HW	EHFP160S24H
ELEC HFLO PLUS 160L 3.6Kw	EHFP160S36
ELEC HFLO PLUS 160L 3.6Kw HW	EHFP160S36H
ELEC HFLO PLUS 250L 3.6Kw	EHFP250S36
ELEC HFLO PLUS 250L 3.6Kw HW	EHFP250S36H
ELEC HFLO PLUS 250L 4.8Kw	EHFP250S48
ELEC HFLO PLUS 250L 4.8Kw HW	EHFP250S48H
ELEC HFLO PLUS 315L 3.6Kw	EHFP315S36
ELEC HFLO PLUS 315L 3.6Kw HW	EHFP315S36H
ELEC HFLO PLUS 315L 4.8Kw	EHFP315S48
ELEC HFLO PLUS 315L 4.8Kw HW	EHFP315S48H
ELEC HFLO PLUS 400L 3.6Kw	EHFP400S36
ELEC HFLO PLUS 400L 4.8Kw	EHFP400S48
ELEC HEAT PUMP 250L VE MID	EHPG250VMP
ELEC HEAT PUMP T 250L VE MID	EHPT250VM

10. **Claim Limit:**

A limit of one (1) entry for each Participating Product can be submitted. Where two (2) or more Participating Products are purchased, in a single transaction (as shown on the receipt) Eligible Claimants may submit a claim for each additional Participating Product.

11. How to Participate:

- a) during the Purchase Period, purchase* any Participating Product from a Participating Merchant (“Qualifying Purchase”);
- b) collect and retain a copy of the purchase receipt from the Qualifying Purchase;
- c) by 11:59pm AEST on 31 December 2025, visit <https://www.rinnaipromotion.com.au/plumbing-plus-cashback> using a compatible browser and fully complete and submit the online claim form, providing all details required, including but not limited to:
 - I. any requested information about the Participating Product and Qualifying Purchase (including product purchased, place of purchase, purchase date, etc);
 - II. upload a copy of the purchase receipt from the Qualifying Purchase (“Qualifying Purchase Receipt”) in an accepted file size/format;
 - III. any requested personal information (including first name, last name, mobile phone number, email address, suburb, state and postcode); and
 - IV. indicate acceptance of these Terms and Conditions.

*“Purchase” means to make payment in full for a Participating Product during the Purchase Period from a Participating Merchant.

This Promotion is based on available stock only, and no back-orders will be accepted.

12. Validation and Notification:

Once the claim has been submitted, it may take between five (5) to ten (10) business days to determine if a claim is considered valid.

If the claim is deemed valid, the Eligible Claimant will receive an approval notification via email.

If the claim is deemed invalid, the Eligible Claimant will receive an email notification of this, explaining the reason the claim is invalid. The Eligible Claimant will have seven (7) days to supply additional information to support their claim (if applicable).

The Promoter reserves the right to deem any claim submitted invalid if an Eligible Claimant fails to provide the required information within the time specified.

13. Required Verification/Proof of Purchase:

The following documentation must form part of a valid online claim:

- a) Qualifying Purchase Receipt, which must clearly specify:
 - the Participating Product purchased;
 - the price of the Participating Product purchased;
 - the Participating Merchant of purchase;
 - the purchase date;
 - the receipt number; and
 - that payment for the Qualifying Purchase has been received in full.
- b) If the Qualifying Purchase receipt is missing any of the above information, or is illegible or indecipherable, it will render the claim invalid.
- c) If requested by the Promoter, Eligible Claimants must produce, within the time requested by the Promoter at its absolute discretion, appropriate photo identification or other documentation to verify the identity, age, eligibility to participate in the Promotion and claim a reward, information to show compliance with these Terms and Conditions, and/or the Qualifying Purchase receipt/s that correspond to the claim/s submitted in the Promotion.
- d) If the items required by the Promoter are not received or a claimant has not been verified to the satisfaction of the Promoter within the time period required by the Promoter, the claim/s submitted by the claimant may be deemed invalid.

- e) Rewards will only be awarded following all validation and verification requirements of the Promoter being met to its satisfaction. It is the responsibility of the claimant to provide the required information.

14. Rewards:

- a) Each Eligible Claimant will receive a Digital Prepaid Mastercard of the relevant value corresponding to their Qualifying Purchase of Participating Product, as outlined below.
 - (i) \$30 Digital Prepaid Mastercard for Rinnai Continuous Flow models
 - (ii) \$30 Digital Prepaid Mastercard for Rinnai Hotflo Plus Storage models
 - (iii) \$150 Digital Prepaid Mastercard for Rinnai Heat Pump models
 - (iv) \$200 Digital Prepaid Mastercard for Rinnai Hotflo Plus Heat Pump models

For Participating Product codes, refer to clause 9 above.

- b) The Digital Prepaid Mastercard will be delivered via email to the Eligible Claimant's email provided on the claim form within ten (10) days of confirmation of the claim being approved.
- c) Eligible Claimants must then follow the steps detailed within the email to activate and use their Digital Prepaid Mastercard.

Digital Prepaid Mastercard Terms and Conditions:

The Digital Prepaid Mastercard is issued by EML Payment Solutions Limited ABN 30 131 436 532 (AFSL 404131) pursuant to license by Mastercard. Terms and conditions pertaining to the Digital Prepaid Mastercard will apply. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated. Redemption of the Digital Prepaid Mastercard is subject to the standard terms and conditions, which can be found at <https://card.gift/terms-and-conditions/mastercard>.

Any ancillary costs associated with the Digital Prepaid Mastercard are not included. Any unused balance of a Digital Prepaid Mastercard will not be awarded as cash. Redemption of a Digital Prepaid Mastercard is subject to any terms and conditions of the issuer including those specified on the Digital Prepaid Mastercard.

The Digital Prepaid Mastercard distributed by The Card Network (TCN) has an expiry and activation period of 3 years from the date the card is issued.

- 15. Each Eligible Claimant is responsible for ensuring their familiarity with these Terms and Conditions at the time of participation. Participation in this Promotion is deemed acceptance of these Terms and Conditions. The Promoter's decision not to enforce a specific restriction (whether communicated to a claimant or not) does not constitute a waiver of that restriction or of these Terms and Conditions generally.
- 16. The Promoter's decision in relation to any aspect of these Term and Conditions and the Promotion is final and binding on every person who participates. No correspondence will be entered into.
- 17. This Promotion is not valid in conjunction with any other offer.
- 18. Any values stated in these Terms and Conditions are in AUD/RRP/including GST.
- 19. The Promotion may be extended at the Promoter's absolute discretion, subject to the written directions of any regulatory authority.
- 20. Eligible Claimants can only participate in the Promotion in their own name. Eligible Claimants who enter using multiple aliases (e.g. multiple names, addresses and/or email addresses) will be disqualified and will forfeit the right to any reward.
- 21. If the Promoter learns that a claim has been submitted, by anyone other than an Eligible Claimant, and the reward has already been supplied, the Promoter may request payment from the individual to cover the cost of the reward given.
- 22. Incomplete, indecipherable or incorrect claims will be deemed invalid. Eligible Claimants are responsible for ensuring their correct personal details are provided and any updated details are notified to the Promoter. The

Promoter accepts no responsibility should an Eligible Claimant fail to receive their reward because of a failure to notify the Promoter of correct details or of a change to their details, or for providing invalid information.

23. Claims are deemed to be received at the time of receipt into the Promoter's database, not time of transmission by the claimant.
24. The Promoter does not warrant that the claim mechanism will be available, or the Participating Merchants will be open, at all times during the Promotion Period.
25. The Promoter is not responsible for any undelivered emails due to an Eligible Claimant's spam filters or email settings.
26. The Promoter shall not be liable for a reward being lost, deleted, stolen, damaged or tampered with in any way before it reaches a claimant or after it has been released to an Eligible Claimant.
27. Any costs associated with accessing the Promotion or reward provider's website, or associated with redeeming a reward are the Eligible Claimant's responsibility and are dependent on the internet service provider used. Eligible Claimants must submit their claim manually using a compatible internet browser. The use of any automated software or any other mechanical or electronic means that allows a claimant to automatically submit claims in the Promotion repeatedly is prohibited and will render all claims submitted using such means invalid.
28. The Promoter may, in its sole discretion, declare any claim or claimant invalid if the claimant:
 - a) disrupts, annoys, abuses, threatens, harasses or attempts to do any of these things to the Promoter, another claimant or potential claimant of, or anyone else associated with, this Promotion;
 - b) submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process; or
 - c) engages in conduct in relation to this Promotion which is misleading, deceptive, fraudulent or damaging to the Promoter's goodwill or reputation.
29. If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law to modify, suspend, terminate or cancel the Promotion, as appropriate, subject to any directions from any relevant authority.
30. As a condition of claiming a reward, the Eligible Claimant may be required to (at the Promoter's discretion) sign any legal documentation as and in the form required by the Promoter and/or reward suppliers in their absolute discretion.
31. The Promoter may communicate or advertise this Promotion via Facebook and Instagram. However, the Promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook or Instagram. Individuals are providing their information to the Promoter and not to Facebook or Instagram. Individuals completely release Facebook and Instagram from any and all liability.
32. Rewards must be taken as offered and may not be varied. Rewards are not transferable, exchangeable, or redeemable for cash. If a reward is unavailable for any reason, the Promoter reserves the right to substitute another reward of equal or greater value for that reward, or element of it, subject to the approval of any relevant authority.
33. Except for any liability that cannot be excluded by law, the Promoter (including its 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, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) 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; (d) any variation in reward value to that stated in these Terms and Conditions; (e) any tax liability/implications incurred by a claimant; or (f) use of a reward.

34. The:
- a) Promoter, the Promoter's related entities, the Participating Merchants and all agencies associated with the Promotion; and
 - b) the employees, agents, directors and contractors, of all entities referred to in this clause, shall not be liable for any loss or claim, action, demand, liability, damage, cost, expense or personal injury whatsoever (including but not limited to any direct, indirect or consequential loss), incurred, suffered or sustained by any person or entity (without limitation) in connection with, or arising from, the Promotion or acceptance of a reward, except that which cannot be excluded by law (in which case that liability is limited to the maximum extent allowable by law).
35. Eligible Claimants agrees, at the Promoter's request, to participate in any Promotion activity (such as publicity and photography) relating to participating in the Promotion, free of charge, and they consent to the Promoter using their name and image in any future promotional material.
36. CAUTION: Any attempt to deliberately undermine the legitimate operation of this Promotion may be a violation of criminal and civil laws and should such an attempt be made, whether successful or not, the Promoter reserves the right to refer the matter to law enforcement authorities and/or to seek damages or such other civil remedies as the Promoter may determine from time to time to the fullest extent permitted by law.

Personal Information:

37. Immediately upon submission by an Eligible Claimant, their claim becomes the sole property of the Promoter.
38. All information Eligible Claimants provide ("Personal Information") will be used by the Promoter for the purpose of administering this Promotion and awarding the rewards.
39. The Promoter may disclose Eligible Claimants' Personal Information to its contractors and agents to assist in conducting this Promotion and as required, to Australian regulatory authorities.

Promoter Opt-In:

40. Should an individual consent to receiving future information from the Promoter, via placing a tick in the 'opt in' box featured on the Promotion claim site, information provided by the individual may be entered into a database and used by the Promoter, the Promoter's related entities and agencies engaged by the Promoter, for the Promoter's current and future promotional and marketing purposes without further reference or compensation to them. Should an individual who elects to opt in wish to opt out or access or update their information held by the Promoter at any time, they can contact the Promoter as per clause 41 below.
41. The Promoter's privacy policy can be found at <https://www.rinnai.com.au/support-resources/privacy-statement/>.
42. The Privacy Policy contains information on:
- a) how individuals may access the Personal Information that is held by the Promoter and seek correction of such information; and
 - b) how individuals may complain about a breach of the Australian Privacy Principles, the Privacy Act 1988 (Cth) or a privacy policy that binds the Promoter, and how the Promoter will deal with such a complaint.

If an individual has any questions regarding their privacy, they should contact the Promoter using the contact details contained in this Privacy Policy.

43. The Promoter is bound by the Australian Privacy Principles in the Privacy Act 1988 (Cth).
44. **NSW Authority No: TP/04642**