

Rheem Website - Terms & Conditions

HOW TO CLAIM

To be eligible to claim, during the promotional period the claimant must:

- a. replace an existing Electric Storage Water Heater by installing, in a standalone residential dwelling, an Eligible Product outlined below, which has been purchased from a participating store;
- b. connect that product directly to the [NSW Jemena Gas Network](#).

Table 1 – Eligible Products

| Product Type | Model Numbers | Rheem Cash Back | Home Saver Rebate |
|----------------------|----------------|-----------------|-------------------|
| Stellar® Gas Storage | 850330, 850360 | \$400 | \$300 |

\$700 cash back represents the sum total of a \$400 Rheem Cash Back payment and a \$300 NSW Government Home Saver rebate ([eligibility criteria apply](#)).

Eligible claimants can claim by mail. Claimants must complete the official claim form found in participating stores (or downloadable from the website, www.rheempromotions.com.au), and send in an envelope to 'Rheem Gas Water Heater Promotion' PO Box 115, Brookvale, NSW, 2100 during the promotional period.

Claims will only be accepted from, and the cash back will only be paid to, the first 1000 eligible claimants during the promotional period who have purchased from any participating retailer or re-seller of Rheem products. To find out how many claims have been processed visit www.rheempromotions.com.au to view the online counter.

TERMS AND CONDITIONS

1. Information on how to claim form part of these Terms and Conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions.
2. Claims may only be made by Australian residents who decommission an existing Electric Storage Water Heater and install a Rheem Stellar 850330 or 850360, purchased through any participating store (and connect it to the [NSW Jemena Gas Network](#)) during the promotional period. The installation must be in a stand-alone Class One (1) dwelling (units and townhouses do not qualify). New Home construction, Project, Commercial and Government installations are not eligible. Claims may not be made in relation to Eligible Products participating in any other promotion run by Rheem.
3. Employees (and their immediate families) of the Promoter and agencies associated with this promotion are ineligible to enter.
4. The Promoter reserves the right, at any time, to verify the validity of claims and claimants (including a claimant's identity, age, place of residence, and plumber's licence) and to disqualify any claimant who submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claims process. 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.
5. Incomplete, indecipherable, or illegible claims will be deemed invalid and the claimant will not be contacted to advise of a non-conforming claim.
6. Multiple claims permitted, subject to the following: (a) only one (1) claim permitted per unit of Eligible Product purchased & installed; and (b) each claim must be submitted separately and in accordance with claim requirements.
7. Claimants must retain their original purchase receipt(s) or purchase invoice(s) for all claims as proof of purchase. Failure to produce the proof of purchase for all claims when requested may, at the absolute discretion of the Promoter, result in invalidation of an entrant's claims

and forfeiture of any right to a claim. Purchase receipt(s) and purchase invoice(s) must clearly specify the date of purchase, store of purchase, model purchased and that the purchase was made during the promotional period. The invoice must also clearly specify the name of the claimant. There must be one (1) individual unit purchased per individual claim.

8. A completed certificate of compliance must be submitted with each claim. The certificate must clearly show the date of installation was within the promotional period. The location of the installation and type of dwelling must also be clearly written on the certificate, showing installation by direct connection to the [NSW Jemena Gas Network](#). The model number of the Rheem Water Heater installed must be noted on the "Summary of work performed" section.
9. A completed copy of a NSW Home Saver Rebate Application must be submitted with each claim. The application form must clearly show the date of installation was within the promotional period. The location of the installation, system type, and water heater model number and capacity must also be shown on the application form. This form must be signed by a licensed plumber. Other rebate eligibility criteria apply. See the Department of Environment, Climate Change and Water NSW website (www.environment.nsw.gov.au/rebates) for full eligibility criteria.
10. Rheem may, at its discretion, inspect the installation of the product. If the product or installation is not as per the claim, Rheem may require return of the cash back and pursue the matter with the relevant authorities.
11. If there is a dispute as to the identity of a claimant, the Promoter reserves the right, in its sole discretion, to determine the identity of the claimant.
12. Promotional period commences on 01/09/2010 and ends 30/12/2010 11.59pm last mail claims must be received by 31/01/2011 11.59pm
13. For each of the first 1000 complete and correct claims received during the promotional period, the claimant will receive a cheque to the corresponding cash back for the model numbers (850330 & 850360) purchased and installed. Fulfilment will take up to twenty eight (28) days from receipt of a complete and correct claim.
14. 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 (a) to disqualify any claimant; or (b) subject to any written directions from a regulatory authority, to modify, suspend, terminate or cancel the promotion, as appropriate.
15. Any cost associated with accessing the promotional website is the claimant's responsibility and is dependent on the Internet service provider used. The use of any automated claim software or any other mechanical or electronic means that allows a claimant to automatically claim repeatedly is prohibited and will render all claims submitted by that claimant invalid.
16. 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 claim value to that stated in these Terms and Conditions; or (e) any tax liability incurred by a claimant.
17. The Promoter collects personal information in order to conduct the Promotion and may, for this purpose, disclose such information to third parties, including but not limited to agents, contractors, service providers, suppliers and, as required, to Australian regulatory authorities. Claiming is conditional on providing this information. The Promoter may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the claimant. Claimants should direct any request to access, update or correct information to the Promoter. All claims become the property of the Promoter.
18. The Promoter is Rheem Australia Pty Ltd (ABN 21 098 823 511) of 1 Alan Street, Rydalmere NSW 2116. Telephone: (02) 9684 9100.

Table 2 – List of NSW postcodes with Jemena Gas Networks in them

| | | | | | | | | | | |
|------|------|------|------|------|------|------|------|------|------|------|
| 2000 | 2041 | 2083 | 2121 | 2160 | 2208 | 2261 | 2312 | 2558 | 2706 | 2784 |
| 2001 | 2042 | 2084 | 2122 | 2161 | 2209 | 2262 | 2314 | 2559 | 2745 | 2785 |
| 2004 | 2043 | 2085 | 2123 | 2162 | 2210 | 2263 | 2315 | 2560 | 2746 | 2786 |
| 2005 | 2044 | 2086 | 2124 | 2163 | 2211 | 2264 | 2318 | 2563 | 2747 | 2787 |
| 2006 | 2045 | 2087 | 2125 | 2164 | 2212 | 2265 | 2319 | 2564 | 2748 | 2790 |
| 2007 | 2046 | 2088 | 2126 | 2165 | 2213 | 2267 | 2320 | 2565 | 2749 | 2794 |
| 2008 | 2047 | 2089 | 2127 | 2166 | 2214 | 2278 | 2321 | 2566 | 2750 | 2795 |
| 2009 | 2048 | 2090 | 2128 | 2167 | 2215 | 2280 | 2322 | 2567 | 2751 | 2798 |
| 2010 | 2049 | 2091 | 2129 | 2168 | 2216 | 2281 | 2323 | 2568 | 2752 | 2799 |
| 2011 | 2050 | 2092 | 2130 | 2169 | 2217 | 2282 | 2324 | 2569 | 2753 | 2800 |
| 2012 | 2051 | 2093 | 2131 | 2170 | 2218 | 2283 | 2325 | 2570 | 2754 | 2820 |
| 2014 | 2052 | 2094 | 2132 | 2171 | 2219 | 2284 | 2326 | 2571 | 2755 | 2821 |
| 2015 | 2056 | 2095 | 2133 | 2172 | 2220 | 2285 | 2327 | 2572 | 2756 | 2830 |
| 2016 | 2057 | 2096 | 2134 | 2173 | 2221 | 2286 | 2330 | 2573 | 2757 | 2831 |
| 2017 | 2058 | 2097 | 2135 | 2174 | 2222 | 2287 | 2335 | 2574 | 2758 | 2845 |
| 2018 | 2059 | 2098 | 2136 | 2175 | 2223 | 2289 | 2500 | 2575 | 2759 | 2870 |
| 2019 | 2060 | 2099 | 2137 | 2176 | 2224 | 2290 | 2502 | 2576 | 2760 | 2871 |
| 2020 | 2061 | 2100 | 2138 | 2177 | 2225 | 2291 | 2505 | 2577 | 2761 | |
| 2021 | 2062 | 2101 | 2139 | 2178 | 2226 | 2292 | 2506 | 2578 | 2762 | |
| 2022 | 2063 | 2102 | 2140 | 2179 | 2227 | 2293 | 2508 | 2579 | 2763 | |
| 2023 | 2064 | 2103 | 2141 | 2190 | 2228 | 2294 | 2515 | 2579 | 2764 | |
| 2024 | 2065 | 2104 | 2142 | 2191 | 2229 | 2295 | 2516 | 2579 | 2765 | |
| 2025 | 2066 | 2105 | 2143 | 2192 | 2230 | 2296 | 2517 | 2579 | 2766 | |
| 2026 | 2067 | 2106 | 2144 | 2193 | 2231 | 2297 | 2518 | 2579 | 2767 | |
| 2027 | 2068 | 2107 | 2145 | 2194 | 2232 | 2298 | 2519 | 2580 | 2768 | |
| 2028 | 2069 | 2108 | 2146 | 2195 | 2233 | 2299 | 2520 | 2582 | 2769 | |
| 2029 | 2070 | 2109 | 2147 | 2196 | 2234 | 2300 | 2521 | 2586 | 2770 | |
| 2030 | 2071 | 2110 | 2148 | 2197 | 2250 | 2301 | 2522 | 2590 | 2773 | |
| 2031 | 2072 | 2111 | 2150 | 2198 | 2251 | 2302 | 2525 | 2594 | 2774 | |
| 2032 | 2073 | 2112 | 2151 | 2199 | 2252 | 2303 | 2526 | 2663 | 2775 | |
| 2033 | 2074 | 2113 | 2152 | 2200 | 2253 | 2304 | 2527 | 2671 | 2776 | |
| 2034 | 2075 | 2114 | 2153 | 2201 | 2254 | 2305 | 2528 | 2680 | 2777 | |
| 2035 | 2076 | 2115 | 2154 | 2202 | 2255 | 2306 | 2529 | 2681 | 2778 | |
| 2036 | 2077 | 2116 | 2155 | 2203 | 2256 | 2307 | 2530 | 2700 | 2779 | |
| 2037 | 2079 | 2117 | 2156 | 2204 | 2257 | 2308 | 2533 | 2701 | 2780 | |
| 2038 | 2080 | 2118 | 2157 | 2205 | 2258 | 2309 | 2555 | 2702 | 2781 | |
| 2039 | 2081 | 2119 | 2158 | 2206 | 2259 | 2310 | 2556 | 2703 | 2782 | |
| 2040 | 2082 | 2120 | 2159 | 2207 | 2260 | 2311 | 2557 | 2705 | 2783 | |