

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	