

## 7 YEAR WARRANTY REDEMPTION TERMS & CONDITIONS

1. "Participant, you or your" means an end-purchaser who is a resident of a Designated Country and purchases a product from a participating TECO Authorized Reseller during the Promotional Period.
2. 'TECO Authorized Reseller' means any TECO Authorized Retail Channel Partner or Contractor.
3. "Designated Country" : Australia.
4. "Purchase" is defined as a fully paid Eligible Product, with zero balance owing.
5. "Eligible Product" means the following: Selected TECO ducted split systems. See Eligible model numbers below.
6. Eligible Model Numbers: TDS-TSO130HVDM, TDS-TSO145HVDM, TDS-TSO170HVDM.
7. "Promotion Period" means: 1st May 2024 to 31st October 2024 (dates are inclusive) AEST.
8. "TECO, we, us, our" means TECO (Australia) Pty Ltd ABN 56 099 065 906 of 335-337 Woodpark Road, Smithfield, NSW 2165.
9. "Valid Tax Invoice" or "Proof of Purchase" means a receipted tax invoice from the TECO Authorized Reseller to the Participant that meets the requirements of the "Designated Country's" relevant tax legislation.
10. Data collected on the extended warranty form, forms part of these terms and conditions.
11. These terms and conditions for the extended warranty are in addition to and not in place of our warranty for consumer product document (card) available from the TECO Australia website.
12. You must within thirty (30) days of installation of an Eligible Product from a TECO Authorized reseller :
  - 12a) Complete and submit an official online redemption form on the TECO website (teco.tips/ducted) or contact us on 1300 660 037 to obtain a hard copy of the redemption form, if you cannot access the above website and lodged by certified mail.
  - 12b) Certify that you are the owner of the Eligible Product and it is not owned by another party who may have legal claim to the redemption. We reserve the right to refuse any claim if the Eligible Product purchased is returned to us for any reason.
  - 12c) It is your responsibility to ensure that the information provided is correct and accurate in the claim form. We will not be liable in any way if benefits or promotions or redemptions are unavailable as a result of a technical malfunction, operator fault, errors resulting from computer hardware or software errors or failure.
13. The warranty certificate will be issued to the Participant named on the redemption form (which must match the entity).
14. TECO does not accept responsibility for late, lost or misdirected mail.

Please allow approximately 15 working days for processing of your warranty redemption from the date we receive your documents.
15. Other TECO products and accessories are not included as part of the Warranty Program unless otherwise defined as an Eligible Product. The redemption offer is not available for products sold in conjunction with any other promotion or as a promotional product bundle.
16. Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Australian Consumer Law (ACL).
17. Purchases must be from any participating TECO Authorized Reseller.
18. Purchases by registered builders or residential developers and other parties are excluded from this promotion and will be ineligible if submitted. However, owners of an eligible product are able to lodge the redemption form if the product was purchased during the promotional period.
19. Purchases must only be for domestic and residential use and exclude commercial applications.
20. Installation of the Eligible Product must be carried out by an appropriately licensed installer whose license details must be provided. Installation must be completed by 31st January 2024.
21. All other warranty terms, conditions and exclusions as stipulated in our domestic warranty card available from the TECO website (<http://www.teco.com.au/warranty-cards>) or contacting us on 1300 660 037 to obtain an hard copy.
22. Our decision on all matters pertaining to this promotion is final and no correspondence will be entered into, except as otherwise stated in these terms and conditions or as applicable according to the ACL.
23. These terms and conditions shall be governed by and construed in accordance with the laws in force in Australia.
24. The Eligible Product must receive annual servicing during the first five (5) years from date of purchase.
25. Service receipts for the annual service must be retained by the Participant and presented when making a warranty claim during the extended warranty period or submit the service receipts on the form provided here: [teco.tips/ducted-service](http://teco.tips/ducted-service)
26. Privacy policy statement is available online from <https://www.teco.com.au/information/privacy>



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