

Terms and Conditions

Trend Micro Promotion - Bonus \$20 JB Hi-Fi eGift Card with activation of Maximum Security 45-day retail subscription AUSTRALIA

1. Information on how to enter and claim for the promotion form part of these Terms and Conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions.

2. Offer is only open to residents of Australia. Employees and the immediate families of the Promoter and its agencies (including but not limited to Trend Micro resellers) associated with this promotion are ineligible.

3. To be eligible for this promotion, the following product must be acquired within the promotional period:

Barcode	Full Product Name	Offer
4710425 959611	Trend Micro Maximum Security 45-day subscription	\$20 JB Hi-Fi eGift card

4. The promotional period is 01/07/2021– 31/12/2023.

5. Product must be acquired at JB Hi-Fi Australia retail stores or online stores within the promotional period of 01/07/2021– 31/12/2022.

6. In order to make a valid claim:

a) You will first need to activate, turn on auto renewal and install your 45-day Maximum Security retail subscription

b) Individuals can then complete and submit an online claim within 30 days of successful activation at www.trendmicro.com/jbgift

c) Claimants will be asked to enter their contact details and Trend Micro Maximum Security serial number. A valid email address is required in order to complete a claim. All communication relevant to claims will be forwarded to the email address provided by the claimant. Any miscommunication as a result of invalid or unattended email accounts or addresses is the sole responsibility of the claimant.

If the claim has been successfully lodged, the website will acknowledge this on the screen page and also a confirmation email will be sent to the email supplied by the claimant.

7. Incomplete, indecipherable, or illegible claims will be deemed invalid

8. Claims must be made within 30 days after activating Trend Micro Maximum Security 45-day subscription

9. The Offer is only claimable via online redemption to at: www.trendmicro.com/jbgift

10. Trend Micro's 30 Day Money Back Guarantee does not apply to this offer

11. The Offer can only be delivered as an eGift Card to the email address provided by the Claimant during the claim process. In the incidence of doubt, in the event that the email address is provided by Claimant in error or is incomplete, Trend Micro will not be able to replace, reverse or retransfer the eGift Card to the Claimant.

12. eGift cards will take up to 60 working days to fulfil after claim has been approved.

13. eGift card value will be in Australian Dollars (AUD).

14. Lost, stolen or expired eGift cards cannot be replaced.

15. Limit of one \$20 JB Hi-Fi eGift card per valid, activated 60-day Maximum Security retail subscription, up to a maximum of one (1) claim per person, and three (3) per household or registered business address.

16. The Offer is not valid with any full retail subscriptions, Not For Resale, academic or upgrade purchases, site licences, OEM versions pre-installed on a new PC or laptop, purchases made from the Trend Micro online store, purchases made from online affiliates, or any other Trend Micro trial products that are not listed in clause 3 above. The Offer is not valid in conjunction with any other promotion unless specified.

17. The Promoter is not responsible for any problems, technical malfunction of any telephone network or lines, servers, providers, computer equipment, software, technical problems or traffic congestion on a fixed or mobile network, or any combination thereof, or any other technical failures that prevent an online claim being submitted within the specified claim period.

18. Multiple claims cannot be made for a single, valid, activated subscription.

19. The Promoter reserves the right, at any time, to verify the validity of claims (including contacting the place of purchase) and claimants (including a claimant's identity, age and place of residence) and to disqualify any claimant who submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process.

20. 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.

21. Claimants must retain a copy of their tax invoice for all claims as proof of purchase. Failure to produce the proof of purchase for all claims when requested may, in the absolute discretion of the Promoter, result in invalidation of ALL of a claimant's claims and forfeiture of any right to the offer. The tax invoice must clearly specify the store of purchase, date, tax invoice number, and that payment has been received in full. No hand written tax invoice/receipts permitted.

22. 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.

23. The Promoter's decision is final and no correspondence will be entered into.

24. The promoter is not liable for errors in advertising and/or marketing materials, or verbal or written communication from retailers, resellers and distributors that represent any information about the promotion outside of these terms and conditions.

25. The Promoter collects personal information in order to conduct the Promotion. If the claimant has ticked and agreed on the terms and conditions box, the Promoter may, for an indefinite period unless otherwise advised, use the information for promotional, marketing and publicity purposes including sending electronic messages or telephoning the eligible consumer. Claimants should direct any requests to access, update or correct information to the Promoter. All claims become the property of the Promoter. To view our privacy policy claimants can go to: <http://www.trendmicro.com.au/au/about-us/legal-policies/privacy-statement/index.html>

26. The Promoter accepts no responsibility for any tax implications that may arise from this promotion. Independent financial advice should be sought by the claimant.

27. 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 property); 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 the offer value to that stated in these Terms and Conditions; or
- e. participation in the offer.

Without limitation to the foregoing, the maximum liability of the Promoter in respect of any claim made by the claimant or on the claimant's behalf is limited to the offer specified in clause 3 for each registered product of the claimant.

28. Any cost associated with accessing the promotional website is the eligible consumer's responsibility and is dependent on the Internet service provider used.

29. Claims are not transferable, assignable or exchangeable for other goods or services.

30. Claims cannot be made on back orders.

31. The Promoter is Trend Micro Australia Pty Ltd (ABN 70 077 055 817) of Level 15, 1 Pacific Highway, North Sydney NSW 2060. Telephone (02) 9870 4888.