



B&D Australia Pty Ltd, ABN 25 010 473 971

147-153 Canterbury Road, Kilsyth, VIC 3137

PO Box 168, Kilsyth, VIC 3137

T 13 62 63

www.bnd.com.au

THE GREAT AUSTRALIAN GARAGE SALE

National Consumer Promotion

FAQ's

Dealer Expectations

- It is important that you and your employees familiarise yourselves with all terms and conditions of the promotion. B&D will not be responsible for paying claims where incorrect information has been given to consumers regarding their eligibility.
- All claims MUST be filled out by the consumer who bought the door
- To make the most of this promotion, please follow the guidelines above, ensure the DL flyer is included with quotes and display POS materials.

What are the key dates for this promo?

Purchase Period – Monday 16th July 9:00am AEDST to Friday 14th September 11:59pm AEDST

Redemption Period – Monday 16th July - Friday 9th November 11:59pm AEST

The promotion redemption period ceases on the 9th November at 11:59pm AEST. The redemption website will not be available after this time.

Who should be making the claim?

Claims must be made by the consumer who purchased the door(s) and can only be made after full payment and installation is finalised.

Who is this promotion open to?

This promotion is only open to residential customers and is not open to business-to-business or commercial sales or purchases. PLEASE NOTE: This promotion is not open to builders, contractors or homeowners who have purchased from a builder.

What doors are eligible?

An "Eligible Purchase" is the purchase of any new B&D Roll-a-Door (B&D Product Codes R1D, R2L, R2W, R3W), B&D Panelift Door (B&D Product Code PFT) or B&D Panelift Icon Door (B&D Product Code PFI) (each an "Eligible Product") via a Participating Store during the Purchase Period.

Eligible Product Purchased	Cash Back Amount
B&D Roll-a-Door® (B&D Product Codes R1D, R2L, R2W, R3W)	\$100
B&D Panelift® Door (B&D Product Code PFT)	\$150
B&D Panelift® Icon Door (B&D Product Code PFI)	\$250

What else does a consumer need for their claim?

Consumers are asked to provide proof of purchase tax invoice with proof of full payment (no balance outstanding). Doors must be installed and paid for before they make their claim. Consumers also need the B&D 7 digit sales order (SAP) number provided by the dealer. Consumers must contact B&D before the end of the Redemption Period if they are in danger of not being able to meet these conditions or claim requests will be declined.

What happens if a consumer does not have a computer?

It is a requirement of this promotion that a consumer fills out their claim online. We cannot make alternative arrangements for those that do not have a computer. Please suggest they go to their local library or ask a friend/relative for assistance.

What is the 7 digit B&D sales order number?

This number is the dealer’s SAP number for the order placed.

How will the claims be paid?

Claim monies will be paid to nominated bank account or paypal email address. It is the consumer’s responsibility to provide the correct details.

Is there a limit on how many doors a consumer can claim for?

Consumers may claim for as many doors as they wish, provided they meet the terms and conditions of an eligible purchase.

If a consumer has been declined, pending more information what does the consumer need to do?

Provide the requested information within 7 days of the notification email by submitting a new claim.

A consumer bought a door during a previous promotion, can they still claim now?

No, unfortunately the promotion period for that promotion has closed.

How long does it take consumers to be paid?

If a claim is approved, we will pay within 6 weeks.

What do I do if a consumer has submitted the wrong bank details?

Please provide the correct bank details in writing to cashbacksupport.bnd@duluxgroup.com, referencing claim number.

A consumer has missed the redemption deadline, can they still submit a claim?

No. Terms and conditions specify the key dates and we will not make exceptions. We contract the agency for a set time period and cannot make allowances for late claims.

A consumer has contacted me about their claim. Who should I refer to?

As per the terms and conditions, the consumer is to contact cashbacksupport.bnd@duluxgroup.com. Your B&D sales representative will not be able to assist.

My customer ordered before Friday 14th September but the door will not be installed and paid for before November 9th, what should they do?

They will need to contact cashbacksupport.bnd@duluxgroup.com with the relevant details of the order.

What do I do if I run out of POS materials?

Please contact your B&D sales representative to acquire more.