

'REFER! EARN! WIN!' PROMOTION 2025
TERMS AND CONDITIONS

ELIGIBILITY CONDITIONS AND PROMOTIONAL PERIOD

- 1) Information on how to Claim (defined below) and details of Rewards (defined below) form part of these Terms and Conditions. Participation in this offer is deemed acceptance of these Terms and Conditions. The offer is not valid in conjunction with any other offer, unless specified otherwise.
- 2) The **"Promotional Purchase Period"** commences 8:00am AEST on Tuesday 1st April 2025 and ends for purchases at 4:30pm AEST on Monday 30th June 2025. The "Claim Period" commences at 8:00am AEST on Tuesday 1st April 2025 and ends at 4:29pm AEST Thursday 31st July 2025. No claims will be accepted after this date under any circumstances.
- 3) The offer is only open to Australian residents ("**Claimant**").
- 4) Employees and immediate families of the Promoter and its agencies including participating retailers and dealers associated with this offer are ineligible to claim. "Immediate family" means any of the following: spouse, ex-spouse, de-facto spouse, child, or stepchild (whether natural or by adoption), parent, stepparent, grandparent, step grandparent, uncle, aunt, niece, nephew, brother, sister, stepbrother, stepsister, or 1st cousin. Purchases by, for and in the name of trusts, companies, businesses, commercial or residential developers/developments and purchases by builders, subcontractors, installers/resellers and their immediate family, churches, not-for-profit organisations, sporting clubs and donations are not eligible. The purchaser is considered as the payer for the Eligible Products (defined below) as shown on the submitted proof of payment document.
- 5) Claimants under 18 years of age must have parental/guardian approval to claim and further, the parent/guardian of the Claimant must read, understand, and accept the full Terms and Conditions available at <https://southernstarsgroup.com.au/promotions/refer-earn-win-promo/?l=Toowoomba>. Parents/guardians may be required by the Promoter to enter into a further agreement as evidence of consent to the minor participating in this offer. If a Claimant is under the age of 18 years, the Reward will be awarded to the Claimant's nominated parent or guardian on the Claimant's behalf.
- 6) Purchases must be from any participating Southern Stars Group branch.
- 7) Claimants must live at a different street address to the referred.
- 8) Purchases must only be for domestic and residential use. Non-residential applications are excluded. Purchases from registered builders or commercial or residential developers and other entities that are not individuals as described in point 3 above are excluded from this offer and will be ineligible if submitted.

HOW TO CLAIM

- 9) To claim a Reward, the Claimants must:
 - a) Refer a customer that proceeds with the purchase and installation of any reverse cycle Wall Mounted Split Systems, reverse cycle inverter Ducted Systems or Solar Systems product during the Promotional Purchase Period and
 - b) by 4:29pm AEST Thursday 31st July 2025 respond to contact from the Southern Stars Group validating details provided to the Southern Stars Group by the Referred customer.

10) The Promoter is not responsible if a Claimant's mobile device/desktop is not sufficiently capable for the purpose of submitting a Claim, including having the requisite photograph capability.

11) For the purpose of this offer, "purchase" is defined as a fully paid Eligible Product, with zero balance owing, with payment having been fully made within the Promotional Purchase Period. If the Claimant has paid in cash, this must be clearly displayed on the invoice.

ELIGIBLE PRODUCT LIST

SPLIT SYSTEMS

Brand	Model (Indoor Unit)	Reward Amount
DAIKIN	FTXF20TVMA	\$50.00
	FTXF20WVMA	
	FTXF25QVMA	
	FTXF25TVMA	
	FTXF25WVMA	
	FTXF35WVMA	
	FTXF46WVMA	
	FTXF50WVMA	
	FTXF60WVMA	
	FTXF71WVMA	
	FTXM20WVMA	
	FTXM25UVMA	
	FTXM25WVMA	
	FTXM25YVMA	
	FTXM35WVMA	
	FTXM35YVMA	
	FTXM50WVMA	
	FTXM60WVMA	
	FTXM71WVMA	
	FTXM85WVMA	
	FTXV20UVMA	
	FTXV25UVMA	
	FTXV25WVMA	
	FTXV71WVMA	
	FTXV80WVMA	
	FTXV90WVMA	
	FTXV95LVMA	
FUJITSU	ASTG09KMTC	\$50.00
	ASTG12KMTC	
	ASTG18KMTC	
	ASTG22KMTC	
	ASTG24KMTC	
	ASTG30KMTC	
	ASTG30LFCC	
	ASTG34KMTA	
	ASTG34KMTC	
	ASTG34KMTD	
	ASTG34LFCC	
	ASTH07KMCD	

FUJITSU	ASTH09KMCD	\$50.00
	ASTH12KMCD	
	ASTH09KNCA	
	ASTH12KNCA	
	ASTH14KNCA	
	ASTH18KMTD	
	ASTH18KNTA	
	ASTH22KMTD	
	ASTH22KNTA	
	ASTH24KMTD	
	ASTH24KNTA	
	ASTH30KMTD	
	ASTH30KNTA	
	ASTH34KMTD	

DUCTED SYSTEMS

Brand	Model (Indoor Unit)	Reward Amount
FUJITSU	ARTC72LATU	\$100.00
	ARTC90LATU	
	ARTG36LHTA	
	ARTG45LDTA	
	ARTG45LHTA	
	ARTG45LHTB	
	ARTG45LHTDP	
	ARTG54LHTC	
	ARTG60LDTA	
	ARTG65LHTA	
	ARTH24KMTAP	
	ARTH30KHTA	
	ARTH30KMTAP	
	ARTH36KHTA	
	ARTH36KMTAP	
	ARTH45KHTA	
	ARTH54KHTA	
	ARTH60KHTA	
	ARTH60KHTB	
DAIKIN	FDYA100AV1	\$100.00
	FDYA160AV1	
	FDYAN100AV1	
	FDYAN100AV1	
	FDYAN125AV1	
	FDYAN140AV1	
	FDYAN140AV1	
	FDYAN160AV1	
	FDYAN160AV1	
	FDYAN85AV1	
	FDYQ180LCV1	
	FDYQ200LCV1	
	FDYQ250LCV1	

DAIKIN	FDYQN180LCV1	\$100.00
	FDYQN200LCV1	
	FDYQN250LBV1	

CASSETTE SYSTEMS

Brand	Model (Indoor Unit)	Reward Amount
DAIKIN	FCA100CVMA	\$50.00
	FCA71CAVMA	
FUJITSU	AUTA30LBLU	\$50.00
	AUTA36LCLU	
	AUTG24LVLC	
	AUTG54LRLA	
	AUTH12KVLA	
	AUTH18KVLA	
	AUTH54KRTA	

SOLAR SYSTEMS

Brand	Model (Indoor Unit)	Reward Amount
SunTech	Any Solar Install	\$100.00
Trina		
GoodWe		

- 12) Multiple Claims are permitted, subject to the following:
 - a) only one (1) Claim permitted per Eligible Product purchased during the Promotional Purchase Period; and
 - b) each Claim must be submitted separately and in accordance with these Terms and Conditions.
- 13) At the sole discretion of the Promoter, Claims completed by third parties on behalf of Claimants may be rejected. Initial and most correspondence from the Promoter, its agents, contractors, service providers or prize suppliers to Claimants will be via email to the email address and via SMS to the mobile phone number provided on the Referees Works Contract however the Promoter, its agents, contractors, service providers or prize suppliers may also do a follow-up via phone call to the number provided on the Referees Works Contract. If the Claimant requires any assistance in relation to validating details provided to the Southern Stars Group by the referred customer, they can contact the Southern Stars Group head office on 07 4638 5335.
- 14) If for any reason the Eligible Product is returned post initial purchase, the relevant Reward will be forfeited (unless the product is defective).
- 15) The Promoter reserves the right, at any time, to verify the validity of Claims and Claimants (including a Claimant's identity, age, and place of residence) and reserves the right, in its sole discretion, to disqualify any individual who the Promoter has reason to believe has breached any of these Terms and Conditions, tampered with the Claim process or engaged in any unlawful or other improper misconduct calculated to jeopardise fair and proper conduct of the promotion. 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. The Promoter's legal rights to recover damages or other compensation from such an offender are reserved. 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.
- 16) Any Claim which is incomplete, indecipherable, invalid or does not comply with the Terms and Conditions outlined will not be accepted and is ineligible for a Reward. The Promoter will notify Claimants by email upon approval of their Claim or upon rejection of their Claim, if further information is required.

REWARD CONDITIONS

- 17) Claimants who refer an eligible reverse cycle Wall Mounted Split System Air Conditioner installation will be eligible for a \$50 reward.
- 18) Claimants who refer an eligible reverse cycle inverter Ducted System Air Conditioner installation will be eligible for a \$100 reward.
- 19) Claimants who refer an eligible Solar System installation will be eligible for a \$100 reward.
- 20) Claimants who refer an eligible product and abided the terms and conditions of the promotion are eligible to go into the draw to win the \$1000 Visa Gift Card.

- 21) Claimants will receive their Reward as a Prepaid Visa Gift Card posted within five (5) business days of Claim approval to the valid street address provided by the referred on the Works Contract.
- 22) In the case of Claimants who have multiple Eligible Product purchases approved under the one Claim, the Promoter reserves the right to load the accumulated value of each Reward they are eligible for on to a single Prepaid Visa Gift Card rather than issuing one (1) a Prepaid Visa Gift Card per valid Eligible Product purchased.
- 23) Claimants must allow up to (four) 4 weeks for validation after submission of a Claim. The Claimant will be sent an email to the email address provided on the Works Contract with notification of Claim approval.
- 24) The Promoter will not be responsible for any Reward which is lost, late or misdirected including by reason of the misstatement or illegibility of street address of the Claimant in the Works Contract forming part of their Claim or the failure of a Claimant to notify the Promoter of a change in street address of the Claimant.

DRAW

- 25) The draw will take place at Southern Stars Group head office, 21 Croft Crescent, Harristown QLD 4350 on Friday 8th August 2025 at 12:00PM AEST. The Promoter may draw additional reserve entries and record them in order in case an invalid entry or ineligible entrant is drawn. Winners will be notified by phone and in writing via email within two (2) business days of the draw and their names will be published on the Southern Stars Website (<https://southernstarsgroup.com.au/promotions/>) and Southern Stars' Facebook Page (<https://www.facebook.com/southernstarsair>) on Monday 11th August 2025, 12:00PM AEST.
- 26) The first valid entry drawn will win \$1,000 via a Pre-Paid Visa Gift Card.
- 27) Once the winners' nominated street address has been validated a Prepaid Visa Gift Card posted within five (5) business days.

FORFEITURE, REPLACEMENT & LIMITATIONS

- 28) Any unused balance of the Reward as of card expiry date will be forfeited.
- 29) If a Reward is unavailable, the Promoter, in its discretion, reserves the right to provide a substitute product or item to the equal value and/or specification.
- 30) The Reward is not transferable or exchangeable and cannot be taken as cash, unless otherwise specified. Any ancillary costs associated with redeeming the Reward are not included.

GENERAL

- 31) The Claimants details may be subject to such follow up enquiries or investigations or security and verification checks as the Promoter determines to apply at the absolute discretion of the Promoter. The Works Contract will be ineligible if the Claim form and/or the original or photocopied Proof of Purchase (valid tax invoice) and proof of payment is mutilated, illegible, stolen, forged, reconstructed, altered, incomplete or tampered with in any way, or if they fail any of the Promoter's security and verification checks or if the Promoter in its absolute discretion determines that a Claimant is not an eligible Claimant or the Claim form does not comply with the Terms and Conditions as outlined, whether as a result of follow up, inquiry or investigation or otherwise.
- 32) The Promoter accepts no responsibility for late, lost, or misdirected mail, email, or SMS transmission due to circumstances beyond the Promoter's reasonable control.
- 33) Each submitted Claim becomes the property of the Promoter, including any intellectual property rights.

- 34) If, for any reason, a Claimant does not take or redeem a Reward at or by the time stipulated by the Promoter, then the Reward will be forfeited.
- 35) The decision of the Promoter on all matters pertaining to this offer is final. No correspondence will be entered into.
- 36) The Promoter accepts no responsibility for any tax implications that may arise from the offer. Independent financial advice should be sought. If for GST purposes this offer results in any supply being made for non-monetary consideration, Claimants must follow the Australian Taxation Office's stated view that where the parties are at arm's length, goods and services exchanged are of equal GST inclusive market values.
- 37) 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 Competition and Consumer Act, as well as any other implied warranties under the ASIC Act or similar consumer protection laws in the States and Territories of Australia ("**Non-Excludable Guarantees**"). Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective 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 offer.
- 38) Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees, and agents) is not responsible for and 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:
- 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 or Reward 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 tax liability incurred by a Claimant; or
 - e) use/redemption of a Reward.
- 39) Branches are not authorised to verify, pay or advise about, any Claim or the offer.
- 40) 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 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.
- 41) All Claimants acknowledge that the Promoter can rely on these Terms and Conditions even if the Promoter only learns of a person's ineligibility after the Promoter has awarded a Reward to the ineligible person. Payment of the Reward value to the Promoter may be required by the Claimant if this occurs.
- 42) If this offer 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, including but not limited to technical difficulties, unauthorised intervention or fraud, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law:
- a) to disqualify any Claimant; or
 - b) to modify, suspend, terminate, or cancel the offer, as appropriate.

- 43) By submitting a Claim in the offer, Claimant's consent to the Promoter using their name, likeness, image and/or voice (including photograph, film and/or recording of the same) in any media for an unlimited period without remuneration for the purpose of promoting this offer (including any outcome), and promoting any products manufactured, distributed and/or supplied by the Promoter.
- 44) The Promoter collects personal information ("**PI**") in order to conduct the offer and may, for this purpose, use Claimant details for marketing purposes by the Southern Stars Group only. Submitting a Claim is conditional on providing this PI. The Promoter will collect, use and disclose such PI as set out in its Privacy Policy, which can be viewed at <https://southernstarsgroup.com.au/privacy-policy>. In addition to any use that may be outlined in the Promoter's Privacy Policy, the Promoter may, for an indefinite period, unless otherwise advised, use the PI for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the Claimant. The Privacy Policy also contains information about how Claimants may opt out, access, update or correct their PI, how Claimants may complain about a breach of the Australian Privacy Principles or any other applicable law and how those complaints will be dealt with. All Claims become the property of the Promoter.
- 45) As a condition of Claiming a Reward, the Claimant may be required to sign any legal documentation as and, in the form, required by the Promoter and/or Reward suppliers in their absolute discretion, including but not limited to a legal release and indemnity form. In the event a Claimant is under the age of 18, a nominated parent/legal guardian of such Claimant will be required to sign the legal documentation required under this clause on their behalf.
- 46) The Promoter is Southern Stars Air Conditioning Pty Limited (ABN 73 241 232 290), 21 Croft Crescent, Harristown QLD 4350 ("**Promoter**").