


CHOOSE PANASONIC QUALITY AIR WITH...

UP TO **\$200** EFTPOS CARD
when you purchase a selected Panasonic Air Conditioner*



2019 Panasonic Air Conditioning Promotion
* Promotion starts 1/04/19 and ends 30/06/19. Claims close 11:59pm AEST 21/07/19. Terms and conditions apply. click for details.

FAQs

How long does this promotion run?

Purchases of Eligible Products must be made between 1 April 2019 and 11:59pm AEST, 30 June 2019. Claim form submissions including a copy of your proof of purchase **must be received** by 11:59pm AEST 21 July 2019.

What are the eligible model numbers?

The following models of Panasonic Air Conditioners are deemed ("Eligible Products") for this promotion:

Model Numbers sold only via participating Panasonic Specialist Air Network (SAN) dealers:
CS/CU-RZ25TKR, CS/CU-RZ35TKR, CS/CU-RZ50TKR, CS/CU-RZ25VKR, CS/CU RZ35VKR,
CS/CU-RZ42VKR, CS/CU-RZ50VKR, CS/CU-RZ60TKR, CS/CU-RZ71TKR, CS/CU-RZ80TKR,
CS/CU-RZ60VKR, CS/CU-RZ71VKR, CS/CU-RZ80VKR.

Models Numbers sold via both participating Panasonic Specialist Air Network (SAN) dealers and participating Panasonic Retailers:

CS/CU-Z25TKR, CS/CU-Z35TKR, CS/CU-Z42TKR, CS/CU-Z9RKR, CS/CU-Z12RKR, CS/CU-Z15RKR, CS/CU-U25TKR, CS/CU-U35TKR, CS/CU-U50TKR, CS/CU-Z25VKR, CS/CU-Z35VKR, CS/CU-Z42VKR, CS/CU-S9PKR, CS/CU-S12PKR, CS/CU-S18PKR, CS/CU-Z50TKR, CS/CU-Z60TKR, CS/CU-Z18RKR, CS/CU-Z21RKR, CS/CU-Z50VKR, CS/CU-Z60VKR, CS/CU-U71TKR, CS/CU-U80TKR, CS/CU-S24PKR, CS/CU-S28PKR, CS/CU-Z71TKR, CS/CU-Z80TKR, CS/CU-Z24RKR, CS/CU-Z28RKR, CS/CU-Z71VKR and CS/CU-Z80VKR.

How do I claim?

To claim you must:

- purchase and pay (in-full) for an Eligible Product from a participating Panasonic retailer or Panasonic Specialist Air Network dealer / installer in Australia during the Promotional Period; and
- Log in to My Panasonic or join My Panasonic and complete, in full, the official redemption form at panasonic.com.au/qualityair; **(If you do not have access to the internet please call 1800 023 836)** print the claim form containing the Claim I.D., attach it to a copy of the purchase receipt/tax invoice showing zero balance for the Eligible Product, and mail to: *Panasonic Air Conditioning Promotion, PO Box 6546, Frenchs Forest NSW 2086* or scan the purchase receipt (with your Claim ID written on it) and email it to qualityair@panasonicpromotion.com.au or upload it during the claim process. **before** 11:59pm AEST 21 July 2019.

If you experience difficulties with registering your purchase online or do not have access to the internet please call 1800 023 836.

What is the value of eftpos card I can claim?

The value of the eftpos card you can claim is as follows.

Model	eftpos® Card Value	Model	eftpos® Card Value
CS/CU-Z25TKR	\$100	CS/CU-Z50TKR	\$150
CS/CU-Z35TKR	\$100	CS/CU-Z60TKR	\$150
CS/CU-Z42TKR	\$100	CS/CU-Z18RKR	\$150
CS/CU-Z9RKR	\$100	CS/CU-Z21RKR	\$150
CS/CU-Z12RKR	\$100	CS/CU-Z50VKR	\$150
CS/CU-Z15RKR	\$100	CS/CU-Z60VKR	\$150
CS/CU-U25TKR	\$100	CS/CU-U71TKR	\$150
CS/CU-U35TKR	\$100	CS/CU-U80TKR	\$150
CS/CU-U50TKR	\$100	CS/CU-S24PKR	\$150
CS/CU-Z25VKR	\$100	CS/CU-S28PKR	\$150
CS/CU-Z35VKR	\$100	CS/CU-RZ60TKR	\$150
CS/CU-Z42VKR	\$100	CS/CU-RZ71TKR	\$150
CS/CU-S9PKR	\$100	CS/CU-RZ80TKR	\$150
CS/CU-S12PKR	\$100	CS/CU-RZ60VKR	\$150
CS/CU-S18PKR	\$100	CS/CU-RZ71VKR	\$150
CS/CU-RZ25TKR	\$100	CS/CU-RZ80VKR	\$150
CS/CU-RZ35TKR	\$100	CS/CU-Z71TKR	\$200
CS/CU-RZ50TKR	\$100	CS/CU-Z80TKR	\$200
CS/CU-RZ25VKR	\$100	CS/CU-Z24RKR	\$200
CS/CU-RZ35VKR	\$100	CS/CU-Z28RKR	\$200
CS/CU-RZ42VKR	\$100	CS/CU-Z71VKR	\$200
CS/CU-RZ50VKR	\$100	CS/CU-Z80VKR	\$200

Where do I find my Outdoor Unit serial number?

Your Outdoor Unit serial number can be obtained from the unit. Please see example below:

Do I need to join My Panasonic?

Yes, if you are not already a member, it is a condition of the promotion that you join My Panasonic to claim your Bonus eftpos card. Joining My Panasonic will keep you up to date with all the technology innovations and advise you of special offers from time to time.

How will I know my claim has been received?

Once you have registered your claim online, we will send you a confirmation email. In addition, we will email you once we have received your proof of purchase, verified your claim and ordered your eftpos card.

Should I claim using my installation address or postal address?

Please use both, you will be asked for the installation address and your postal address.

What if my receipt / tax invoice is in a business name?

Unfortunately, purchases in business names cannot be processed.

Which details need to appear on my tax invoice?

Copies of receipts / tax invoices are acceptable as long as they show a zero balance, along with your name, address, contact details, place of purchase and the model number of the air conditioner purchased.

What is a 'proof of purchase'?

Your proof of purchase is your tax invoice that is branded with the store/business details. It must show the model purchased and zero balance.

Why do I need to enter an email address?

An email address is required so we can email you confirmation that your claim has been received, approved and eftpos card ordered.

What if I don't have a computer or any access to a computer?

Please contact Customer Service on 1800 023 836 between 9am and 5pm (AEDT/AEST) Monday to Friday, excluding public holidays or email qualityair@panasonicpromotion.com.au

What is my Claim ID and what is it used for?

Your claim ID is a code unique to your claim. It can also be used to check the status of your claim during the claim period.

I've just received my eftpos card/s in the mail. What do I do?

Simply follow the instructions on the letter. It will outline how you activate the card. You MUST activate the eftpos card before use.

I am having trouble submitting my claim, who can help me?

If you experience any difficulties claiming, please contact Customer Service 1800 023 836 between 9am and 5pm (AEDT/AEST) Monday to Friday, excluding public holidays or email qualityair@panasonicpromotion.com.au

I have successfully claimed, when can I expect my eftpos card?

You should receive your applicable eftpos card within 8 weeks of us verifying your claim.

What if I have a question that does not appear on the FAQs list?

If you have an outstanding question, please contact Customer Service 1800 023 836 between 9am and 5pm (AEDT/AEST) Monday to Friday, excluding public holidays or email qualityair@panasonicpromotion.com.au

eftpos® card FAQs

Got a question that is not answered here? Contact us on 1800 446 347 during business hours (AEST/AEDST).

How does my eftpos card work?

The eftpos card works just like your bank card; you simply swipe at the terminal, select savings and key in the four (4) digit PIN as printed on the back of the card. The transaction amount should be the same as or less than the value of the available funds on the card. If the transaction amount is more than the value, see question 9 for how to complete the sale.

Where can my eftpos card be used?

Quite handily, they can be used wherever eftpos is accepted right across Australia. Unfortunately it is not possible to use eftpos cards outside of Australia. Some retailers, at their discretion, may decline cards that are not their own but these are few and far between.

How do I know how much money is on my eftpos card?

You can view the balance online at any time or call our Card Services team on 1800 446 347 Monday to Friday between 9am and 5pm AEST/AEDST.

What is the expiry period on my card?

Your expiry date is printed on the back of your card, which covers both activation and spend time. See Question 14 for further information about card expiry.

Are there any fees on purchases made with my eftpos card?

None! Activation and balance checks are fee-free and we cover all fees associated with purchases so you can get the most out of your reward amount.

Can my eftpos card be used for online purchases?

At this point in time, unfortunately, it is not possible to make online purchases with eftpos cards.

Can my eftpos card go into a negative balance?

No, eftpos cards can only be spent up to the value issued on the card. If you try to spend more than the available amount on the card, the transaction will be declined and a fee may be issued. See question 9 for more information on how to use the card on transactions greater than the stored value of the card.

What if the purchase transaction is more than the balance of the funds on the card?

If the purchase value is more than the value of the eftpos card, you simply need to ask the cashier to split the payment and pay the difference first, either with cash or another card. For example, if your card is valued at \$10 but you want to use it towards a transaction amount of \$30, you would ask to pay the difference (\$20) first and then pay the remaining amount (\$10) with the eftpos card.

Can funds be transferred from one card to another?

Funds are fixed to the specified eftpos card and cannot be transferred.

Can my eftpos card be used to withdraw cash at an ATM or store?

In short, no. The card can only be used to make a purchase at an eftpos terminal and cannot be used for taking cash out either at an ATM or as an addition to an in-store purchase. For example, if the value of the purchase is \$5 and the card is valued at \$10, you cannot make the purchase and request the remaining \$5 as cash back. Any attempts to withdraw cash will incur a fee.

Can more funds be added to my eftpos card?

No, your eftpos card is what's known as a 'single load' card, meaning the card can be loaded once and can only be used while within the expiry dates or until the loaded funds are depleted. See Question 6 for further information.

Does my eftpos card have a PIN?

It certainly does. The PIN is printed on the back of the card alongside the card number and the expiry date.

What happens when my eftpos card expires?

The funds on an eftpos card are only valid until the expiry date as printed on the back of the card. Any remaining funds at the time of expiration are forfeited so we encourage recipients to spend all available funds before expiration.

What happens if an eftpos card is lost or stolen?

If a card is lost or stolen, this should be reported to Card Services on 1800 446 347 as immediately as possible. A replacement card may be reissued but fees and conditions apply.

What happens if an item was purchased with my eftpos card and needs to be returned?

Each merchant will handle returns as per their own policies and may issue a cash refund or store credit. Please be aware that 'Client' and Rewards Come True are not responsible for returns or credits off of purchases.

Can my eftpos card be used at restaurants?

If the restaurant accepts eftpos payments, then the card can absolutely be used there. We'd recommend checking with the restaurant either before being seated or at the time of booking. If the dining bill exceeds the amount on the card, the payment will need to be split (see question 9 for more information). Again, it is a good idea to check with the restaurant if split payment is possible.

Can my eftpos card be used for direct debit bill paying, like a phone or internet bill?

No, eftpos cards cannot be used for recurring payments or direct debit bills. However, if it is a once off payment and is made in person, for example, at the post office, where the store accepts eftpos payments, you may then be able to use the card for this.

How do I know where and how to use the eftpos card I've received?

The back of the eftpos card has information on how to activate and use the card along with information on how to get in touch with us if you require more details.