

Concierge Rewards and Website Use Terms and Conditions

1. Legal Notice and Disclaimer

1.1 You must abide by any Terms & Conditions posted on the Concierge Rewards web site.

1.2 Your use of Concierge Rewards benefits is made at your own risk. We may, from time to time, change or add to this web site (including these terms of use) or the information, products and services without notice. We are not liable to you or anyone else if errors occur in the information on this web site or if that information is not up-to-date.

2. Disclaimer and Warnings

2.1 The Concierge Rewards web site will not be liable for any damages to or any viruses, which may affect your computer on account of your access to this web site.

2.2 We are not liable to you or anyone else if interference with or damage to your computer systems occurs in connection with the use of this web site or linked web sites.

2.3 You may not use this web site to collect or harvest personal information including Internet addresses about My Rewards merchants

3. Terms & Conditions – Concierge Rewards membership Agreement

3.1 Definitions in this Agreement

3.1.1 `We`, `our`, `us` and `Concierge Rewards` means The Muir Electrical Company Proprietary Limited ACN 004 453 945 and/or any of its suppliers or agents providing Concierge Reward Services.

3.1.2 `Coupon` means the Concierge Rewards program membership coupon provided via the internet site.

3.1.3 `Voucher` means the Concierge Rewards program pre-purchased cinema tickets/ store-cards/ box office tickets via the internet site.

3.1.4 `You` and `your` means the member that is the person with a current membership number.

3.1.5 `The Services` and `Benefits` means the Concierge Rewards program benefits provided by Concierge Services.

3.2. Acceptance

3.2.1 Use of the services by you constitutes your agreement to the terms and conditions, which shall govern use of the card/coupon and the provision of the service.

3.3 No Warranties

3.3.1 There is no warranty that any information or service provided or referenced by this site is either merchantable or accurate, that such information or service will fulfil any of your particular purposes or needs, or that such information or service does not infringe on any third party rights.

3.3.2 While Concierge Rewards uses reasonable efforts to include accurate and up-to-date information on the Concierge Rewards site, Concierge Rewards makes no warranties or representations as to its accuracy.

3.3.3 Concierge Rewards may periodically add, change, or improve any of the information, products, services, programs and technology described on the Concierge Rewards site without notice.

3.3.4 Concierge Rewards assumes no liability or responsibility for any errors or omissions in the content of the Concierge Rewards site.



3.4 The Services

3.4.1 The merchant reserves the right to change, modify or cancel the offer without notice. If you are unable to log on call the Concierge Call Centre on 1300 765 988. All offers included on the website are valid at time of display but are subject to change or removal at any time.

3.4.2 Concierge Rewards reserves the right to change, modify or cancel voucher offers without notice. To ensure that all our members have equal and ongoing access to vouchers a fair usage policy applies to the purchase of voucher items. Concierge Rewards reserves the right to not accept orders that they believe fall outside the fair usage guidelines. Monthly and annual order maximums apply. To see the full Fair Usage guidelines please refer to Concierge Rewards Fair Use Policy.

3.4.3 Concierge Rewards may at its discretion charge a fee to offset credit card fees charged to Concierge Rewards for voucher purchases paid by credit card. A postage and handling fee may also apply to any voucher orders. Concierge Rewards reserves the right to change pricing on products and handling fees and to modify or remove a product with reasonable notice.

3.4.4 All voucher purchases are subject to a fulfilment period displayed on the website while making purchases.

3.4.5 Members who elect to purchase vouchers do so on the unconditional understanding of the possible delivery timeframes, possible associated charges, fair usage policy and order maximums that apply.

3.4.6 Concierge Rewards reserves the right to delete/ deactivate any Concierge Rewards account that has not been activated, or has not had any reward categories unlocked within the first 90 days of the original Concierge Service purchase date.

3.4.7 Concierge Rewards reserves the right to delete/ deactivate any Concierge Rewards account where no additional categories have been unlocked 24 months after the last active reward category has expired.

3.5. Third Parties

3.5.1 It is a condition of the membership that you consent to providing information about yourself to any outside party contracted by us to provide benefits to you. All outside parties have signed confidentiality agreements with us in relation to the provision of client information.

3.5.2 Concierge Rewards will not be liable for any mistake, failure or negligent action on the part of any external party contracted with us to provide benefits.

3.5.3 Members agree to enter into any arrangement with a supplier at their own risk.

3.5.4 Third party suppliers reserve the right to change, modify or cancel any offers without notice.

3.6. Termination

3.6.1 You may terminate your membership at any time by calling Concierge on 1300 765 988, Monday - Saturday, 9am – 6pm (AEST) or unsubscribing via your online account.

3.6.2 We may terminate your membership at any time by giving written notice to you.

3.6.3 Termination will not affect obligations incurred before the termination.



3.7 Electronic Listings and Advertisements

3.7.1 Concierge Rewards does not accept responsibility for the accuracy of any third party listing or advertisement published and disclaim all liability to advertisers, users and readers for any loss or damage as a result of inadvertent inaccuracy, error or omission.

3.7.2 The copyright in all listing or advertisements appearing in Concierge Rewards products is owned by Concierge Rewards.

3.7.3 The linked web sites on the site are provided for convenience only and may not be current or be maintained. The inclusion of linked websites is not indicative of any endorsement, approval, recommendation, or preference by us of the owners or operators of those sites, products or services referred to on those sites.

3.8 Personal Information

3.8.1 When transacting with you we may ask you for personal details such as your name, address and email address so that we can accurately identify who is using our services. For details on Privacy Policy please refer to Concierge Rewards Privacy Policy

3.9 Notice

3.9.1 Any notice to be given in writing to us should be addressed to: The Good Guys Concierge Rewards Post Office Box 154, Niddrie Vic 3042.

3.9.2 Any notice to be given to you will be sent by prepaid post addressed to you at the last address notified by you to us.

3.10 Concierge Rewards Offer Guarantee

If, for whatever reason, a partner does not honour a Concierge Reward offer and the customer has met all the required conditions Concierge Rewards will refund an amount equivalent to the saving the member would have received. To receive your refund, simply send a copy of the itemised invoice and your Concierge Reward membership details to concierge@thegoodguys.com.au or to the address below. A refund will be forwarded to your nominated credit card or by cheque.

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