

Build your points...

REDEEM QUICKER!



PURCHASE YOUR SUPPLIES

Reach the \$20,000 min. spend and start earning. Reward points are calculated monthly, based on 1 July to 30 June financial year.



PAY YOUR ACCOUNT ON TIME

Pay your trade account by the due date. Reward points are then awarded and loaded each month if the trade account is paid on time.



CHECK YOUR DETAILS

Who gets to redeem?
Make sure the details in the Rewards Program are correct and up-to-date .



ACD Trade Rewards Program Terms & Conditions
<https://www.acdtraderewards.com.au/>
V.2024.05.21

1. General

- a. ACD Trade Rewards Program is made available by Airconditioning Direct Pty Ltd of 46 Flinders Parade, North Lakes, Queensland 4509, trading as ACD Trade, ABN 48 100 354 461.
- b. ACD Trade Rewards Program is conducted in accordance with these Terms & Conditions and the ACD Trade Terms of Trade found at <https://www.acdtrade.com.au/>. From time to time, these Terms & Conditions may be updated in written communications by ACD Trade. By participating in this Rewards Program, all participants expressly agree to be bound. In all matters relating to the Rewards Program, the decision of ACD Trade will be final and no further correspondence will be entered into.
- c. ACD Trade reserves the right to verify a participant's identity, age, place of residence, citizenship status and disqualify any participant who may be in breach of these Terms and Conditions. This may include, but is not limited to, where a participant has engaged in improper conduct that, in the opinion of ACD Trade, may jeopardise fair and proper conduct of the Rewards Program.
- d. The commencement date of the Rewards Program is 1 July 2024.

2. Eligibility

- a. At the 2024 commencement of the Rewards Program, trade account holders will be invited to participate in the Rewards Program based on a qualifying minimum spend of \$20,000 with ACD Trade.
- b. The Rewards Program excludes wholesalers, resellers and anyone actively on-selling product purchased from ACD Trade.
- c. To participate in the ACD Trade Rewards Program and accumulate points you must:
 - i. Be an Australian resident aged 18 years or older.
 - ii. Hold a current ACD Trade account, paid in full each month when due and otherwise within terms.
 - iii. Hold a current ABN.
 - iv. Hold a current ARCTick Licence.
- d. Trade account holders must register themselves to the ACD Trade Rewards Program by successfully submitting the correct form on the www.acdtraderewards.com.au website. Once the registration has been approved by ACD Trade, participants will receive written confirmation via email of their account being active. If you do not receive email confirmation that your account is active, you have not been successful in joining the Rewards Program.
- e. Before initial use of the Rewards Program, participants will be sent a Username and Password to access the Rewards Program website. You must keep these details confidential and not share them with anyone else.
- f. To remain in the Rewards Program:
 - i. Participants must maintain a minimum aggregate spend of \$20,000 each financial year, year on year.
 - ii. Purchases made via AMEX are not eligible.
 - iii. ACD Trade maintains the right to change the minimum spend with 14 days' notice.

3. Terms of Points Accumulation

- a. ACD Trade Rewards Program points are awarded when you buy eligible products or services from ACD Trade and are allocated points in accordance with the table below:

Purchases (Ex GST)	Reward Bonus %	Reward Bonus \$
\$0 - \$20,000	Nil	Nil
\$20,001 - \$50,000	0.50%	0.5% reward above \$20,001 to \$50,000
\$50,001 - \$90,000	1.00%	\$150 (\$30,000 x 0.5%) + 1% above \$50,000
\$90,001 - \$150,000	1.50%	\$550 (\$150 + \$40,000 x 1%) + 1.5% above \$90,000
\$150,001 - \$350,000	2.00%	\$1,450 (\$550 + \$60,000 x 1.5%) + 2% above \$150,000
Over \$350,000	2.50%	\$5,450 (\$1,450 + \$200,000 x 2%) + 2.5% reward above \$350,000

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- b. Reward Points are accrued based on monthly expenditure and allocated across a financial year – that is 1st July to 30th June. Annual points calculations recommence at the start of each financial year i.e. 1st July.
- c. To maintain a competitive Rewards Program, ACD Trade reserves the right to change the calculation of how points are accumulated at any time with 30 days' notice.
- d. ACD Trade's decision regarding how many Rewards Points you are eligible for, any adjustment to the balance of the points and what items are available for redemption for points, is final.
- e. No Rewards Points can be transferred to another user.
- f. Rewards Points have no monetary value outside the ACD Trade Rewards Program and cannot be redeemed for cash or trade account credit.
- g. Rewards Points earned will be visible the month following the settlement of purchases, if the account is paid within terms. For example, purchases made in March, account finalised and paid by 30th April then the points will be visible 10 business days into May. If the account is settled in the same month as the purchase, the points may be visible sooner.
- h. ACD Trade may delete your Rewards Points account at any time if you breach any terms and conditions, which may also result in a ban for any user from access at any time.
- i. If your ACD Trade account is not paid in full when due, any Rewards Points earned that month will be forfeited. ACD Trade may exercise discretion in extenuating circumstances only and award Rewards Points for the particular month affected if satisfied that your Reward Points should be awarded despite a failure to make payment by the due date, or otherwise breach terms.
- j. ACD Trade reserves the right to end the ACD Trade Rewards Program at any time and will give appropriate notice.

4. Terms of Points Redemption

- a. All Reward claims must be made using the www.acdtraderewards.com.au website.
- b. All items available for redemption on www.acdtraderewards.com.au are subject to supplier availability and may be cancelled or substituted at any time, including after redemption.
- c. Reward claims may be made at any time using some or all Reward Points on a participant's Rewards Account, or personal funds may be used to supplement Rewards Points if needed.
- d. Reward claims are processed weekly. Please allow up to 30 days from the date of your order for the processing, handling and delivery of your Reward items. -
- e. ACD Trade will not be liable for non-delivery of a Reward item (other than due to the fault of the ACD Trade) or any loss or damage to a Reward item that occurs during delivery. The participant will be responsible for any re-delivery or redirection costs.
- f. Delivery of Reward items will be to a business address open 9.00am - 5.00pm Monday to Friday, with a signature required upon delivery.
- g. Promotional Periods:
 - i. You agree to receive promotional material – including but not limited to text messages, emails, and/or via social media about ACD Trade Rewards.
 - ii. ACD Trade may choose to offer extra points, at their sole discretion, for the purchase of specific products sold at ACD Trade branches.
 - iii. Should a product be substituted during such a promotion, the Rewards Points allocated will be based on the value of the promotional product (not the substitute product).

5. Expiry of Rewards Points

- a. Rewards Points earned the financial year 1 st July to 30th June will expire by 31st December of the year immediately following that financial year.
- b. ACD Trade reserves the right to change the expiry period giving a minimum of 14 days' notice.

6. Warranties & Liabilities

- a. All Reward items are supplied subject to ACD Trade standard support and warranty terms, found here [Your paragraph text](#). Some Reward items may be subject to specific warranty terms.
- b. ACD Trade's liability in respect of Reward items is limited in accordance with our standard terms of trade found here [Your paragraph text](#).
- c. ACD Trade will not be liable for any Reward item:
 - i. technical difficulties or equipment malfunction (whether or not under ACD Trade's control)
 - ii. theft, unauthorised access or third-party interference
 - iii. tax liabilities incurred
 - iv. the use or enjoyment of a Reward item.