

Terms and Conditions

Luxaflex® Duette® PowerView® Shades cashback

1. Promoter

The Promoter is Hunter Douglas Pty Limited ABN 98 009 675 709 of 338 Victoria Road, Rydalmere NSW 2116 ("Promoter")

2. Promotion Period

The promotion commences 1 Sep 2025 00:01 (AEST) and closes on 31 October 2025 at 23:59pm (AEST) ("Promotion Period").

During this time, eligible customers can claim a cashback amount of \$200 per qualifying product as outlined in these Terms and Conditions.

All claims must be submitted by 23.59pm (AEST) on 30 November 2025.

3. Eligibility and Participation

Entry is open to all residents of Australia, over the age of 18, except employees and immediate families of Hunter Douglas, associated companies and agencies and participating outlets. Immediate family means any of the following: spouse, ex spouse, defacto spouse, child or step child (whether natural or by adoption), parent, step parent, grandparent, step grandparent, uncle, aunt, niece, nephew, brother, sister, step brother, step sister or 1st cousin.

All entrants must have purchased an eligible Luxaflex Window Fashions product within the Promotional Period.

All entries must be submitted by 23.59pm (AEST) on 30 November 2025.

Entrants must retain either their original OR a copy of their purchase receipt(s) for entries as proof of purchase. Failure to produce the proof of purchase for entries when requested may, in the absolute discretion of the Promoter, result in invalidation of an entrant's claims and forfeiture of any right to a cash back.

4. Claiming process

To submit a Cash Back Offer (“Claim”), the Claimant must:

- a) Purchase an Eligible Luxaflex® Product(s) from any participating Australian Luxaflex retailer during the Promotional Period and follow the steps below.
- b) Visit www.luxaflex.com.au/promotions
- c) complete all fields on the official Online Claim Form (“Online Claim Form”) with the Claimant’s personal information and product purchase details; and
- d) upload a clear and legible scan or photo of the fully paid retailer receipt, indicating store name, store location, receipt number, date of purchase, and payment details (“Proof of Purchase”) for the Eligible Luxaflex Product.

The above steps must be completed and the Online Claim Form and Proof of Purchase submitted by 23.59pm AEST on 30 November 2025. Note: The claim process will be turned off from 23.59pm AEST on 30 November 2025 and online submissions after this date will not be processed.

It is also a condition of this promotion that the claimant must opt in to receiving marketing communications from the Promoter. Claimants will be prompted to do so during the online claim process. A claimant may opt out of these communications at any later time by following the unsubscribe process at the bottom of these communications.

Payment of the Cash Back Amount will be made via Prezzy eGift Card to the value of \$200 to the email identified in the Claimant’s Online Claim Form, once the Claim has been validated by the Promoter. Please allow approximately 3 – 4 weeks from the time the Promoter takes receipt of the Claimant’s Online Claim Form for payment of the Cash Back Amount to be made.

The Claimant must ensure that all details provided for the payment of the Cash Back Amount are correct. The Claimant is responsible for clearly providing their full and accurate name and the correct email address. The Promoter will not be responsible for an email address rejecting an email.

The Cash Back Offer is valid during the Spring Summer 20% off sale from 1 September 2025 to 31 October 2025. A customer will receive a 20% discount on the purchase of an Eligible Luxaflex Product listed in the Spring Summer Brochure from the retailer during the Promotional Period. In addition, during the advertised Promotional Period, a customer who has purchased an Eligible Luxaflex Product listed in point 6 of these Terms and Conditions, may claim an additional Cash Back Offer via Luxaflex at www.luxaflex.com.au/promotions. The Cash Back Offer will be available only during the Promotional Period.

5. Claim form and proof of purchase

Online Claim Forms are deemed to be received at the time of receipt by the Promoter and/or the Promoter's agent, as applicable. Records of the Promoter and/or its agent are final and conclusive as to time of receipt.

Online Claim Forms received after 23.59pm AEST on 30 November 2025 and without the Proof of Purchase will be deemed invalid and will not be processed. Incomplete, indecipherable or illegible Claims will also be deemed invalid.

Claims are subject to the following: a) only one Claim permitted for each Eligible Luxaflex Product purchased; and (b) A customer may claim a cashback on more than one Eligible Luxaflex Product purchased in accordance with the requirements set out in Clause 6 and as detailed on the Online Claim Form;

The Promoter reserves the right to validate and check the authenticity of the Claim Form and purchase receipt, and to disqualify any Claimant for tampering with the claim process, or who submits a Claim that is not in accordance with these Terms and Conditions. Any Claims made with a stolen, forged, mutilated, unrecognised or tampered with Proof of Purchase will be deemed void.

If the Promoter becomes aware, or has reason to suspect, that the Claimant is fraudulently using or misusing the Cash Back Offer, the Promoter reserves the right, in its sole discretion, to refuse the Claim and disqualify the Claimant from the Cash Back Offer and any future offers.

Claimant acknowledges and agrees that where the Eligible Luxaflex Product is returned to a retailer following the Claimant's receipt of the Cash Back Amount, Claimant will be liable to repay any Cash Back Amount received in relation to that Eligible Luxaflex Product to the Promoter, **EXCEPT** where the Claimant has returned the Eligible Luxaflex Product as a result of a valid warranty claim or breach of any guarantees applicable under the Australian Consumer Law.

Claimants must retain their original Proof of Purchase to claim their Cash Back Offer.

Failure to produce the Proof of Purchase when requested by the Promoter may, at the discretion of the Promoter, result in invalidation of the Claimant's Claim and forfeiture of the right to redeem the Cash Back Offer. Purchase receipt(s) must clearly specify the store of purchase and that the purchase was made during the Promotional Period.

Any claimants that are unable to complete the claim process online utilising the Online Claim Form (as outlined above) may contact the Promoter within the Redemption Period (or by a time otherwise stipulated by the Promoter) via info@luxaflex.com.au to arrange an alternative method of claim submission. All details as requested as per the online claim form must be provided.

The Promoter's decisions are final and no correspondence will be entered into.

6. Eligible Luxaflex products

Eligible Luxaflex Products and Operating Systems are:

Luxaflex Duette PowerView Shades in the following fabrics and operating systems:

FABRICS

- Architella Elan Translucent
- Architella Elan Blockout
- Architella Reception Translucent
- Architella Reception Blockout
- Architella Classic Translucent
- Architella Classic Blockout
- Architella Majesty Semi Sheer

OPERATION SYSTEMS

- PowerView Bottom Up
- PowerView Top Down Bottom Up
- PowerView Top Down
- PowerView Duolite

7. General

Should a participant's contact details change during the Promotion Period, it is the participant's responsibility to notify the Promoter. A request to access or modify any information provided should be directed to the Promoter by email to info@luxaflex.com.au

The Promoter collects and handles personal information in accordance with the Luxaflex® Privacy Policy (available at <https://www.luxaflex.com.au/privacy-policy>). Personal information is required to process the cashback claim. If claimants opt in, their information may be used by Luxaflex and its affiliates for future promotional, marketing, or research purposes.

The promoter reserves the right to vary the terms of, or cancel, this promotion at any time without liability to any entrant or other person, subject to applicable state laws. If the promotion is unavailable, for whatever reason, (including, but not limited to, any failures or delays in performance caused by any acts of God or public enemy, pandemics, riots, strikes, civil disobedience or interference by civil or military authorities) the Promoter reserves the right to substitute the cashback for a prize of equal or greater value. By submitting a Claim after the varied terms and conditions have been published, the Claimant is deemed to have accepted any such varied terms and conditions. For the avoidance of doubt, the varied Terms and Conditions will not apply to Claims submitted under previous versions of the Terms and Conditions

The Promoter accepts no responsibility for any late, lost or misdirected entries including delays in the sending of entries due to technical disruptions, technical malfunctions, network congestion or any combination thereof, including any injury or damage to the Claimant's or any other person's

computer related to or resulting from participation or downloading any materials in connection with this Promotion.

If for any reason this promotion is not capable of running as planned, including due to infection by computer virus, bugs, tampering, unauthorised intervention, fraud, technical failures or any causes beyond the control of the Promoter, which corrupt or affect the administration, security, fairness or integrity or proper conduct of this promotion, the Promoter reserves the right in its sole discretion to disqualify any individual who tampers with the entry process, take any action that may be available, and to cancel, terminate, modify or suspend the promotion, subject to any direction given under State Regulation.

All decisions of the Promoter are final, and no discussions or correspondence will be entered into.

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