Promotion Details

Promotion Name	**FLEXTOOL REDEMPTION PROMOTION**
Promoter	The Promoter is Flextool, a division of Parchem Construction Supplies Pty Limited (ABN 80 069 961 968), located at 1956 Dandenong Rd Clayton 3168, Victoria, Australia.
Promotion Type	Redemption Promotion
Promotion Period	The Promotion will commence at 12.00am AEST on 1/10/26 and close on 11:59PM AEDST on 1/12/26 (**Promotional Period**). Claims for purchases made during the promotional period will be accepted till 9/12/26
Participating Store	Stores participating in the promotion are Authorised Flextool distributors (**Participating Store**). Distributors may display promotion materials.
Redemption Restrictions	Redemption is only open to eligible claimants. An "**eligible claimant**" is a person who: a. is either an Australian citizen or a resident aged 18 years or over b. submits a claim application for this redemption promotion in accordance with these Terms and Conditions during the promotional period c. does not in any way tamper with the redemption process for the redemption; and d. makes a qualifying transaction from an Authorised Flextool Distributor in Australia during the promotional period Claimants can only claim the redemption electronically through the Flextool Australia website. Employees (and their Immediate Families) of the Promoter, the Participating Store or its parent companies, subsidiaries or affiliated companies, or any agencies associated with this promotion are ineligible to enter. "Employees" means any directors, management, employees, consultants, officers and contractors or other such people who perform work under the control of another in exchange for payment. "Immediate Family(ies)" means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child, parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin and the persons referred to above includes natural and non-natural relations (in the opinion of the Promoter). The Promoter is responsible for determining whether a person is an eligible claimant in its absolute discretion. The Promoter may require claimants to provide reasonable proof that they meet the requirements for entry in the Promotion.
How To Redeem	To submit a claim for the redemption offer, eligible claimants must, during the Promotion Period: 1. Spend A$200 (incl. GST) or more, in a single transaction, on any Flextool product/s **(Qualifying Products)** from an Authorised Flextool Distributor. **(Qualifying Purchase)**. One (1) entry per transaction only. 2. Visit www.flextool.com.au 3. Follow the prompts to the redemption claim page

	4. Complete the online claim form (including name, mobile, email, postal address and store of purchase); 5. Upload a legible copy of the purchase receipt; and then 6. Submit the fully complete form. The acceptable file formats for receipt uploads are JPG/PNG/HEIC with a max size 5MB.
Bonus Offer Reward Details	Valid claims received by the promoter during the promotional period will be eligible to receive a Kraft Tool Co Orange Thunder Hand Float Square - ProForm Handle (Product Code: FT4K0035-UNIT) **(Bonus Offer Reward)**.
Notification	Claimants will be notified immediately on screen of their claim submission and will also receive an email confirming a claim has been submitted. Claimants will also be notified during the promotional period via email as to the status of their claim (ie: approved or declined claim).
Claim Limits	Multiple claims permitted, subject to the following: (a) only one (1) claim permitted per Qualifying Purchase regardless of any amount spent over the A$200 (incl. GST) Qualifying Purchase threshold and (b) each claim must be submitted separately and in accordance with entry requirements.
Verification/Proof of Purchase	Claimants must provide a digital copy of the original invoice/receipt from the store of purchase with their online redemption claim form to verify their claim in the promotion. The invoice/receipt must specify the store of purchase, the invoice/receipt number, the Qualifying Purchase/s purchased and that the purchase was made during the Promotional Period but prior to submitting the claim. Failure by a claimant to upload an eligible invoice/receipt for each claim, may in the absolute discretion of the Promoter, result in invalidation of all of the claimant's claims and forfeiture of any right to a reward.
Additional Terms	If the bonus offer (or part of) is unavailable, the Promoter, in its discretion, reserves the right to substitute the bonus offer (or that part of) with a replacement Bonus Offer to an equal value. Allow up to 28 days for delivery of the bonus offer reward from close date of the promotion. The bonus offer reward will be sent to the claimants nominated delivery address as entered on the online claim form. Reward is valued in Australian dollars. The Promoter accepts no responsibility for any variation in the reward value. Claimants are advised that tax implications may arise from their reward and they should seek independent financial advice prior to acceptance of their reward.

Terms and Conditions

1. Information on how to participate in the Flextool Redemption Promotion form part of these Terms and Conditions. Participation in this redemption promotion is deemed acceptance of these Terms and Conditions.
2. Any claim for redemption is deemed acceptance of these terms and conditions. Information on the bonus offer reward and how to make a claim, form a part of these Terms and Conditions. Claims not completed in accordance with these terms and conditions are ineligible.

3. 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 bonus offer reward to the ineligible person. Return of the bonus offer reward or payment of its equivalent value to the Promoter may be required by the Promoter if this occurs.
4. Each claimant is responsible for ensuring his or her familiarity with these Terms and Conditions at the time of participation. The Promoter's decision not to enforce a specific restriction (whether communicated to an claimant or not) does not constitute a waiver of that restriction or of these Terms and Conditions generally.
5. Incomplete and indecipherable claims and any claim which has incorrectly entered personal information or contact details shall be deemed an invalid claim. No responsibility is accepted by the Promoter for late, lost, misdirected, ineligible or illegible/inaudible claims (including lost, stolen, forged, defaced or damaged proof of entry or things required by the verification requirements).
6. The Promoter's decision in relation to any aspect of these Term and Conditions and the Promotion is final and binding on every person who enters. No correspondence will be entered into.
7. The Promoter may, in its sole discretion, declare any or all claims made by an claimant invalid, and/or prohibit further participation by an claimant in this Promotion if the claimant:
    a. disrupts, annoys, abuses, threatens, harasses or attempts to do any of these things to the Promoter, another claimant or potential claimant of, or anyone else associated with this Promotion;
    b. submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process; or
    c. engages in conduct in relation to this Promotion which is misleading, deceptive, fraudulent or damaging to the Promoter's goodwill or reputation.
8. If this Promotion 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, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law to modify, suspend, terminate or cancel the Promotion as appropriate.
9. The Promoter may, in its absolute discretion, edit, modify, delete, remove or take-down any part of an claimants claim.
10. Claims must be received by the Promoter and will be deemed to have been received at the time of receipt by the Promoter. Online claims are deemed to have been received at the time of receipt into the promotion database and not at the time of transmission by the claimant.
11. Each claimant acknowledges that there may be inherent risks involved in entering this Promotion or taking the bonus offer reward.
12. Any costs associated with accessing the Promotion website are the claimant's responsibility and are dependent on the internet service provider used. Claimants must submit their claims manually using an internet browser.
13. The Promoter is not responsible for any problems or technical malfunction of any telephone network or lines, computer on-line systems, communication network, computer equipment, software, technical problems or traffic congestion on the Internet or at any web site, or any combination thereof, including any error, omission, alteration, tampering, deletion, theft, destruction, transmission interruption, communications failure or otherwise, injury or damage to claims or to participants' or any other person's computer related to or resulting from participation in or down-loading any materials in this Promotion. If the Promotion is not capable of being conducted due to circumstances beyond the Promoter's control, including due to any technical or communications problems, the Promoter reserves the right to amend, suspend or cancel the competition subject to approval from any relevant authority.
14. 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. If there is a dispute as to the identity of an claimant, the Promoter reserves the right, in its sole discretion, to determine the identity of the claimant.
15. As a condition of claiming the bonus offer reward, the Participant may be required to (at the Promoter's discretion) sign any legal documentation as and in the form required by the Promoter in their absolute discretion, including but not limited to a legal release and indemnity form.
16. The Promoter may communicate or advertise this promotion using Facebook and/or Instagram or another social media platform. However, the competition is in no way sponsored, endorsed or administered by, or associated with, Facebook, Instagram or any other social media platform. Claimants are providing their information to the Promoter and not to Facebook or Instagram. Each claimant completely releases Facebook and Instagram from any and all liability in connection with this Promotion.
17. The bonus offer reward and/or parts of the bonus offer reward is/are not transferable, returnable or exchangeable and cannot be taken as cash. If the bonus offer reward, or an element of the bonus offer reward, is unavailable for any reason, the Promoter reserves the right to substitute another bonus offer

reward of equal or greater value for that bonus offer reward, or element of it, subject to the approval of any relevant authority. The Promoter and its representatives will not be liable for any damage to or delay in transit of bonus offer rewards.

18. The use of any automated claim software or any other mechanical or electronic means that allows a claimant to automatically enter the Promotion repeatedly is prohibited and will render claims submitted using such means as invalid.
19. Except for any liability that cannot be excluded by law, the Promoter (including its 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 Promotion, including, but not limited to, where arising out of the following: (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 Reward claim 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 variation in Reward value to that stated in these Terms and Conditions; (e) any tax liability incurred by a winner or claimant; or (f) use of the Reward.
20. The Promoter and its associated agencies and companies will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense, damage, personal injury, illness or death which is suffered or sustained (whether or not arising from any person's negligence) in connection with this competition or accepting or using any Reward, except for any liability which cannot be excluded by law (in which case that liability is limited to the minimum allowable by law). Nothing in these conditions restricts, excludes or modifies or purports to restrict, exclude or modify any statutory consumer rights under any applicable law including the *Competition and Consumer Act 2010* (Cth).
21. Claimants irrevocably consent and assign to the Promoter all intellectual property including copyright in the images submitted by them during this competition. Claimants also irrevocably consent to the Promoter using their name, likeness, image and/or voice in the event they are a winner (including photograph, film and/or recording of the same) in any media for an unlimited period without remuneration for the purpose of promoting this competition (including any outcome), and promoting any products manufactured, distributed and/or supplied by the Promoter.
22. The Promoter collects personal information in order to conduct the Promotion and may, for this purpose, disclose such information to third parties required for the provision of the Reward. Entry is conditional on providing this information. The Promoter may disclose the information for those purposes to its related bodies corporate and contractors. If Claimants do not provide the information requested they will not be able to enter the Promotion.
23. In addition to the privacy term set out above, if the claimant has ticked the "opt-in" box, the Promoter may also use personal information entrants provide to send information about the Promoters products and services (including via electronic means), and may disclose the information to its related bodies corporate, agencies and contractors (including advertising agencies and direct mail houses) the Promoter engages for that purpose.
24. **CAUTION**: Any attempt to deliberately undermine the legitimate operation of this Promotion may be a violation of criminal and civil laws and should such an attempt be made, whether successful or not, the Promoter reserves the right to refer the matter to law enforcement authorities and/or to seek damages or such other civil remedies as the Promoter may determine from time to time to the fullest extent permitted by law.
25. The Promoter is bound by the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) A copy of the Promoter's privacy policy can be viewed at https://www.flextool.com.au/privacy-policy/. To request access to, or to update, personal information the Promoter holds about them, claimants can contact the office of the Promoter.