

Flip Rewards Terms and Conditions

1. Joining The Program

- 1.1 Membership to join the Flip Rewards Program is free and only available to customers who have met all the following requirements:
 - a) passed Flip's credit assessment criteria;
 - b) provided valid and accurate personal information;
 - c) do not already have an active Flip's Rewards Program membership; and
 - d) has a connected and active Flip service.
- 1.2 We may refuse, acting reasonably, your membership application to join the Flip Rewards Program.

2. Points

- 2.1 You will earn points in accordance with Flip Rewards offers. Such offers will vary from time to time.
- 2.2 We reserve the right to rectify erroneous or invalid point allocations and adjust for reversed transactions, even if it results in a negative points balance in your membership account. Our commitment is to promptly and accurately address all such corrections and adjustments.
- 2.3 Points will automatically expire if you fail to maintain an active service with Flip on your account for a period of 3 consecutive months, and we may also terminate your membership and close your account.
- 2.4 You cannot transfer, sell, or give your points to any other person, without the approval of Flip.
- 2.5 Flip points have no cash or monetary value.

3. Rewards

- 3.1 Registered users with sufficient points in their accounts can redeem those points for rewards listed on the Flip website.
- 3.2 After redeeming points for a reward, it cannot be exchanged, canceled, or refunded unless the reason falls under a consumer guarantee specified in the Australian Consumer Law.
- 3.3 We aim to only keep stocked items listed for reward redemption. However in the event your reward becomes out of stock after your redemption, we will notify you as soon as inventory information becomes available and will refund you the points used in the redemption.
- 3.4 The Rewards Terms & Conditions are subject to periodic changes. We will provide you with reasonable notice of these changes. If we reasonably believe that a change could adversely affect you, we will notify you via email (using the email address listed on your account). All updates and changes will be communicated through the Flip website. We recommend checking the Flip website periodically to stay informed about any updates.
- 3.5 While the reward range may vary, Flip is committed to providing a diverse selection of rewards available for redemption.
- 3.6 Please note that the Manufacturers' Terms and Conditions may apply. Additionally, any other relevant material terms or restrictions will be clearly outlined on the Flip website prior to redeeming the reward.
- 3.7 Reward items are covered under the Manufacturer's Warranty. For any warranty claims, refer to the Manufacturer details.