FAQS
TREND MICRO ONLINE CASHBACK PROMOTION
ANZ AUGUST 2019

1. When does the promotion start and finish?
The promotional period is for purchases made from 08/08/2019 – 14/08/2019
Claims must be made within 30 days of purchase date.

2. How much will I get back and what products are eligible?
Current cashback offer only applies to listed **Upgrade and Renewal products** below.
To be eligible for cash back, one of the following products must be purchased within the promotional period from either the Trend Micro Australia or Trend Micro New Zealand online store;

Eligible Product - Name	Devices	Cashback
Maximum Security 12 & 24 month	5, 6 &10	$50
Maximum Security for Mac 12 & 24 month	6	$50
Premium Security 12 & 24 month	5, 6 & 10	$50
Premium Security + Silver IT Helpdesk 12 & 24 month	5, 6 & 10	$50
Premium Security + IT Helpdesk 12 & 24 month (formerly Premium Security + Gold IT Helpdesk 12 & 24 months)	5, 6 & 10	$50

3. How to I apply for my cashback?
A cashback claim must be submitted online at www.onlinepromo.trendmicro.com.au

4. How will I receive my cashback?
Cashback is issued via EFT (Electronic Funds Transfer) and paid into a nominated bank account only.

5. Do I need to install or register my product?
Yes, you will need to install and register your product before claiming for the cashback.

6. Where do I find my Trend Micro product serial?
The product serial is located on your order confirmation. It will appear on the barcode and will be 20 alphanumeric characters long. The product serial will begin with an X and should look similar to the following example: XEAF-1234-5678-5015-4624.

7. Where do I find my cashback coupon code?
The cashback coupon serial number is on the order confirmation screen and order confirmation email. The coupon serial number is in the following format T50

8. What is the Bank ID?
All bank account numbers in New Zealand used the following pattern: AA BBBB CCCCCCC DDD

The first six digits (AA BBBB) denote the Bank ID. The next seven digits (CCCCCCC) show the account number, the remaining digits show the account suffix (usually 2 or 3 numbers). So for example, if your account number was 12-3456-1234567-00, you would enter the following:
    Bank ID: 12-3456
    Account number: 123456700

9. Do I need to upload a receipt for my claim?
No, for your claim to be validated you must fill in the Order Number on the claim form which counts as your receipt.

10. When will I receive my cashback?
28 working days from a claim being successfully received and validated

11. Who can I call if I need to speak to a person regarding my claim?
Please read through all the FAQs on this page before contacting us. If they do not answer your questions, please call 1800 673 108 (Australia) or 0800 401 287 (New Zealand).

The call centre is open 9am – 5.30pm AEST Monday – Friday. For those calling from NZ, this means the call centre is open from 11am – 7.30pm Monday – Friday local time.

If you have lodged a claim you are able to view the status of your claim by entering your email address and ticket ID (which is issued to you after you submit a claim) via the 'View Status' form at the bottom of www.onlinepromo.trendmicro.com.au

12. Can I apply if I live outside of Australia or New Zealand?
No. The offer is only open to residents of Australia or New Zealand.

13. If I return the product under any returns policy, must I also return the cashback?
Yes. Please call 1800 673 108 (Australia) or 0800 401 287 (New Zealand).