

FAQS

TREND MICRO ONLINE CASHBACK PROMOTION

ANZ SEPTEMBER 2016

1. When does the promotion start and finish?

The promotional period is for purchases made from 15/09/16 – 28/09/16.
Claims must be made within 30 days of purchase date.

2. How much will I get back and what products are eligible?

To be eligible for cashback, 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 (renew only)	10	\$50
Premium Security 12 month	5, 6 & 10	\$50
Premium Security + Silver IT Helpdesk 12 month	5, 6 & 10	\$50
Premium Security + Gold IT Helpdesk 12 month	5, 6 & 10	\$50
Premium Security 24 month	5, 6 & 10	\$100
Premium Security + Silver IT Helpdesk 24 month	5, 6 & 10	\$100
Premium Security + Gold IT Helpdesk 24 month	5, 6 & 10	\$100

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 code is on the order confirmation screen and order confirmation email. The coupon serial number is in the following format D5006 123456 or D1006 123456.

8. What is the BSB no?

The first six digits (AA BBBB) denote the Bank BSB.

9. When will I receive my cashback?

28 working days from a claim being successfully received and validated

10. 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

11. 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.

12. 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).