

FAQS

TREND MICRO CASHBACK PROMOTION

NEW ZEALAND Q4 – Q2

1. When does the promotion start and finish?

The promotional period is for purchases made from 13/11/2023 – 28/01/2024 and 12/02/2024 – 29/04/2024. Claims must be made within 30 days of purchase date as per the claimant's proof of purchase.

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

To be eligible for cash back, one of the following products must be purchased within the promotional period from an authorised Trend Micro reseller including but not limited to: Harvey Norman, JB HiFi, Warehouse Stationery, Noel Leeming, One NZ, 2Degrees and Smiths City.

Barcode	Full Product Name	Offer
4710425959376	Trend Micro Device Security Pro (6 Devices) 1YR Subscription Add-On	\$20
4710425959406	Trend Micro Device Security Pro (2 Devices) 2YR Subscription Add-On	\$20
4710425959413	Trend Micro Device Security Pro (6 Devices) 1YR Subscription Add-On	\$20
4710425959888	Trend Micro Device Security Pro - 2 device, 2-year Subscription	\$20
4710425959895	Trend Micro Device Security Pro - 2 device, 3-year Subscription	\$20
4710425959901	Trend Micro Device Security Pro - 6 device, 1-year Subscription	\$20
9337694073401	TMIS Device Security Pro 3 Device 1 Year	\$20
9337694073418	TMIS Device Security Pro 5 Device 1 Year	\$20
9337694073456	TMIS Device Security Pro 2D 2Y Add-on	\$20
9337694073463	TMIS Device Security Pro 6D 1Y Add-on	\$20
9337694075672	TMIS Device Security Basic 2D 2Y Add-on	\$20
9337694075689	TMIS Device Security Basic 2D 3Y Add-on	\$20
4710425959383	Trend Micro Device Security Pro (6 Devices) 2YR Subscription Add-On	\$40
4710425959420	Trend Micro Device Security Pro (6 Devices) 2YR Subscription Add-On	\$40
4710425959437	Trend Micro Device Security Pro (6 Devices) 3YR Subscription Add-On	\$40
4710425959444	Trend Micro Device Security Pro (10 Devices) 3yr Subscription Add-On	\$40
4710425959918	Trend Micro Device Security Pro - 6 device, 2-year Subscription	\$40
4710425959925	Trend Micro Device Security Pro - 6 device, 3-year Subscription	\$40
9337694077799	TMIS Device Security Pro 3 Device 2 Year	\$40
9337694077805	TMIS Device Security Pro 5 Device 2 Year	\$40
9337694073470	TMIS Device Security Pro 6D 2Y Add-on	\$40
9337694073487	TMIS Device Security Pro 6D 3Y Add-on	\$40
9337694073494	TMIS Device Security Pro 10D 3Y Add-on	\$40

3. How do I claim my Cashback?

A cash back claim must be submitted online within 30 days of purchase at cashback.trendmicro.co.nz

4. How will I receive my Cashback?

The Cashback is issued via EFT (Electronic Funds Transfer).

5. Do I need to install or register my product?

Yes, you will need to activate, turn on auto renewal and install your product to be eligible for the Cashback.

6. Where do I find my Product Serial Number?

The product serial number is located on the bottom of your tax invoice. It will be 20 alphanumeric characters long. The serial number will begin with an X and should look similar to the following example: XEAF-1234-5678-5015-4624.

7. What do I need to do with my receipt/tax invoice?

A copy of your tax invoice will need to be uploaded with your claim. No hand written tax invoice/receipts permitted.

8. When will I receive my Cashback?

28 working days from proof of purchase being received and validated

9. 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 0800 401 287 between 11am – 7.30pm Monday – Friday.

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 cashback.trendmicro.co.nz

10. Can I apply if I live outside of New Zealand?

No. The offer is only open to residents of New Zealand.

11. If I return the product under any returns policy, must I also return the Cashback?

Yes. Please call 0800 401 287