

# FAQS

## TREND MICRO TAX TIME CASHBACK 2018

### NEW ZEALAND

#### 1. When does the promotion start and finish?

The promotional period is for purchases made from 03/05/18 – 31/07/18. 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, Smiths City, Oobe & PB Technology.

Barcode	Full Product Name	Offer
9342003004809	Trend Micro Home Network Security + Maximum Security (1-5 Devices) 24mth Subscription	\$50
9337694036772	Trend Micro Maximum Security (1-6 Devices) 24mth PIN	\$80
9337694040588	Trend Micro Maximum Security (1-6 Devices) 24mth POSA BOX	\$80
9337694034976	Trend Micro Maximum Security (1-6 Devices) 24mth POSA	\$80
9342003004434	Trend Micro Maximum Security (1-6 Devices) 24mth	\$80
9337694036765	Trend Micro Maximum Security (1-6 Devices) 12mth PIN	\$50
9337694040571	Trend Micro Maximum Security (1-6 Devices) 12mth POSA BOX	\$50
9337694034969	Trend Micro Maximum Security (1-6 Devices) 12mth POSA	\$50
9342003004410	Trend Micro Maximum Security (1-6 Devices) 12mth	\$50
9342003004403	Trend Micro Maximum Security (1-6 Devices) 12mth	\$50
9337694036598	Trend Micro Maximum Security (1-4 Devices) 24mth PIN	\$50
9337694045712	Trend Micro Maximum Security (1-2 Devices) 24mth PIN	\$50
9337694039605	Trend Micro Maximum Security (1-5 Devices) 12mth Bundle with MS Office 365 POSA	\$20
9337694036734	Trend Micro Maximum Security (1-4 Devices) 12mth PIN	\$20
9337694040564	Trend Micro Maximum Security (1-4 Devices) 12mth POSA BOX	\$20
9337694034952	Trend Micro Maximum Security (1-4 Devices) 12mth POSA	\$20
9342003004380	Trend Micro Maximum Security (1-4 Devices) 12mth	\$20
9342003004373	Trend Micro Maximum Security (1-4 Devices) 12mth	\$20
9337694036727	Trend Micro Maximum Security (1-2 Devices) 12mth PIN	\$20
9337694040557	Trend Micro Maximum Security (1-2 Devices) 12mth POSA BOX	\$20
9337694034945	Trend Micro Maximum Security (1-2 Devices) 12mth POSA	\$20
9342003004342	Trend Micro Maximum Security (1-2 Devices) 12mth	\$20
9342003004335	Trend Micro Maximum Security (1-2 Devices) 12mth	\$20
9337694036710	Trend Micro Maximum Security (1 Device) 12mth PIN	\$20
9337694040540	Trend Micro Maximum Security (1 Device) 12mth POSA BOX	\$20
9337694034938	Trend Micro Maximum Security (1 Device) 12mth POSA	\$20
9342003004311	Trend Micro Maximum Security (1 Device) 12mth	\$20
9342003004304	Trend Micro Maximum Security (1 Device) 12mth	\$20

#### 3. How do I apply for my Cashback?

A cash back claim must be submitted online at [www.cashback.trendmicro.co.nz](http://www.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 install and register your product before claiming for the Cashback.

#### 6. Where do I find my Product Serial Number?

The product Serial Number is located on the back of the Quick Start Guide for boxed products and on the inside cover of POSA card and wallet products. It will appear on the barcode and 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. If you purchased it by E-pay your serial number will be on your docket.

**7. What is the Bank ID?**

All bank account numbers in New Zealand used the following pattern: AA BBBB CCCCCC DDD

The first six digits (AA BBBB) denote the Bank ID. The next seven digits (CCCCCC) 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

**8. 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.

**9. When will I receive my Cashback?**

28 working days from proof of purchase being 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 0800 401 287. The call centre is open 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 [www.cashback.trendmicro.co.nz](http://www.cashback.trendmicro.co.nz)

**11. Can I apply if I live outside of New Zealand?**

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

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

Yes. Please call 0800 401 287