

Terms and Conditions

TREND MICRO EQUIFAX CREDIT PROTECT OFFER

AUSTRALIA

1. Trend Micro Australia Pty Ltd (ABN 70 077 055 817) has engaged Equifax Australia Information Services and Solutions Pty Limited (ABN 26 000 602 862) to supply the Equifax Credit Protect (12-month) product ("**Equifax Product**") to Trend Micro customers ("**you(r)**", "**customer**", "**claimant**") in accordance with these Terms and Conditions.
2. The Equifax Product subscription offer ("**Offer**") is valid for 90 days after purchase of any of the Trend Micro products listed below ("**Trend Micro Products**"):

Eligible products from participating retailers –

Barcode	Full Product Name
9337694083936	Device Security Advanced 6D 1Y Add-on
9337694083929	Device Security Advanced 6D 2Y Add-on
9337694083882	Device Security Advanced 6D 3Y Add-on
9337694083905	Device Sec Advanced 10D 3Y Add-on
9337694083943	ID Protection Advanced 1U 1Y
9337694083912	ID Protection Advanced 1U 2Y
9337694083899	ID Protection Advanced 1U 3Y
9337694077133	Device Security Ultimate 2D 1Y Add-on
9337694077140	Device Security Ultimate 2D 2Y Add-on
4711370730133	Device Security Ultimate 3D 1Y
9337694077157	Device Security Ultimate 6D 1Y Add-on
9337694077164	Device Security Ultimate 6D 2Y Add-on
9337694077171	Device Security Ultimate 6D 3Y Add-on
9337694077188	Device Security Ultimate 10D 3Y Add-on

Eligible products from Official Trend Micro Online store –

Full Product Name
Device Security Advanced 6D 12MTH
Device Security Advanced 6D 24MTH
Device Security Advanced 6D 36MTH
Device Security Advanced 10D 12MTH
Device Security Advanced 10D 24MTH
Device Security Advanced 10D 36MTH
Device Security Ultimate 3D 12MTH
Device Security Ultimate 3D 24MTH
Device Security Ultimate 6D 12MTH
Device Security Ultimate 6D 24MTH
Device Security Ultimate 6D 36MTH
Device Security Ultimate 10D 12MTH
Device Security Ultimate 10D 24MTH
Device Security Ultimate 10D 36MTH

3. The Offer is only valid for purchases of Trend Micro Products made at Harvey Norman, JB Hi Fi, and official Trend Micro Online stores (www.trendmicro.com.au and <https://shop.trendmicro.com.au/>) (“**Eligible Purchase**”). There is a limit of one (1) Offer per Eligible Purchase.
4. To claim the Offer:
 - (a) You will first need to activate and install your Trend Micro Product to be eligible for the Offer;
 - (b) You must then complete and submit an online claim at **creditprotect.trendmicro.com**;
 - (c) Claimants will be asked to enter their contact details and Trend Micro Product serial number. A valid email address is required in order to complete a claim. All communication relevant to your claim will be forwarded to the email address provided by the claimant. Any miscommunication as a result of invalid or unattended email accounts or addresses is the sole responsibility of the claimant.
 - (d) In order to complete the online registration process claimants must upload a copy of their receipt (for retail purchases) or order number (for purchases at Trend Micro’s official Online stores). Claimants must retain a copy of their tax invoice for all claims as proof of an Eligible Purchase. The tax invoice must clearly specify the Trend Micro Product purchased, serial number, order number, date of purchase and that payment has been received in full. Trend Micro reserves the right to reject handwritten tax invoices or receipts unless verified as an Eligible Purchase.

If the claim has been successfully lodged, an acknowledgement will appear on creditprotect.trendmicro.com. Within 10 business days of a successful lodgement a confirmation email will be sent to the email you supplied that will include a code for the Equifax Product (“Equifax Code”).

5. The Offer can only be delivered as the unique Equifax Code to the email address provided by the claimant during the claim process outlined in clause 4. Each successful claimant will receive one Equifax Code via email. Claimant is solely responsible for providing a correct email during the claim process. For the avoidance of doubt, if claimant provides the wrong or an incomplete email, Trend Micro will not supply another Equifax Code to the claimant. Trend Micro accepts no liability for lost, stolen or expired Equifax Codes.
6. Trend Micro is not responsible for any technical equipment malfunction of any communication system that you use to redeem the Offer or receive the Equifax Code.
7. **You must activate your Equifax Product by entering the Equifax Code at URL <https://www.equifax.com.au/trendmicro> (“Equifax Registration”) within 90 days of receipt of the Equifax Code or forfeit the Offer and use of the Equifax Product.**
8. The Equifax Product subscription expires twelve (12) months after the date of the Equifax Registration, regardless of your Trend Micro Product subscription term.
9. Equifax Registration and your usage of the Equifax Product is solely governed by Equifax’s terms and conditions published on the Equifax Registration website (“**Equifax Terms**”).
10. Trend Micro does not control the Equifax Registration. All enquiries the claimant may have in respect of the Equifax Registration must be addressed to Equifax in accordance with the Equifax Terms.
11. Trend Micro reserves the right, at any time, to verify the validity of claims (including contacting the place of purchase) and claimants (including a claimant’s identity, age and place of residence) and to disqualify any claimant who submits a claim that is not in accordance with these Terms and Conditions.
12. The claimant agrees that if their licence to use the Trend Micro Product that Offers the Equifax Product is terminated for any reason the right of the Customer to redeem the Offer and/or use the Equifax Product will end at the same time.
13. Trend Micro is not liable for errors in advertising and/or marketing materials, or verbal or written communication from retailers, resellers and distributors that represent any information about the Offer outside of these terms and conditions.

- 14.** Trend Micro collects personal information in order to process the Offer and your claim for the Equifax Product. This information may be transferred to Equifax. Trend Micro is not responsible for any personal information that you give to Equifax including for the Equifax Registration. All personal information that you give to Equifax is governed by the Equifax Terms. For any of your personal information that Trend Micro collects, Trend Micro may, for an indefinite period unless otherwise advised by you, use the information for promotional, marketing and publicity purposes including sending electronic messages or telephoning the claimant in accordance with the Trend Micro privacy policy. To view our privacy policy claimants can go to: https://www.trendmicro.com/en_au/about/trust-center/privacy/notice.html
- 15.** If the claimant is under the age of 18 years, the Offer must be redeemed by the claimant's nominated parent or guardian.
- 16.** Except for any liability that cannot be excluded by law and without limitation to your rights under the Australian Consumer Law, Trend Micro (including its officers, employees and agents) excludes all liability for any loss or damage (including personal injury and loss of property); whether direct, indirect, special or consequential, arising in any way out of the Offer, including, but not limited to, where arising out of the following:
 - (a) any technical difficulties or equipment malfunction (not under the Trend Micro's control) impacting your receipt or redemption of the Offer;
 - (b) any claim for the Offer that is late, lost, altered, damaged or misdirected (whether or not after their receipt by Trend Micro) due to any reason beyond the reasonable control of Trend Micro;
 - (c) any variation in the Offer value to that stated in these Terms and Conditions; or
 - (d) any failure of the Equifax Code or Equifax Registration; or
 - (e) your use of the Equifax Product.
- 17.** Any cost associated with accessing the Trend Micro and/or Equifax websites is the eligible customer's responsibility and is dependent on the Internet service provider used by the customer.
- 18.** The Offer is not transferable, assignable or exchangeable for other goods or services.
- 19.** Any failure by Trend Micro to enforce any of its rights under these Terms and Conditions at any stage does not constitute a waiver of those rights.
- 20.** These Terms and Conditions are governed by the laws of New South Wales, Australia.