

# FAQS

## TREND MICRO Q1 2024 – Q3 2024 ULTIMATE PROMOTION AUSTRALIA

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

The promotional period is for purchases made from 12/02/2024 – 26/08/2024. 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: The Good Guys, Harvey Norman, Joyce Mayne, Domayne, JB Hi Fi, Bing Lee, Officeworks, and Leading Edge Computers.

Barcode	Full Product Name	Offer
9337694077133	Trend Micro Device Security Ultimate (2 devices) 1 year add on	\$75
9337694077140	Trend Micro Device Security Ultimate (2 devices) 2 years add on	\$75
9337694077157	Trend Micro Device Security Ultimate 6 devices) 1 year add on	\$75
9337694077164	Trend Micro Device Security Ultimate (6 devices) 2 years add on	\$75
9337694077171	Trend Micro Device Security Ultimate (6 devices) 3 years add on	\$75
9337694077188	Trend Micro Device Security Ultimate (10 devices) 3 years add on	\$75
5555573	Trend Micro Device Security Ultimate 1 Year (3 Device)	\$75

### 3. How do I claim my Cashback?

Your claim must be submitted online within 30 days of purchase at [au.retailcashback.trendmicro.com](https://au.retailcashback.trendmicro.com)

### 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 1800 673 108 between 9am – 5.30pm AEST 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 [au.retailcashback.trendmicro.com](https://au.retailcashback.trendmicro.com)

### 10. Can I apply if I live outside of Australia?

No. The offer is only open to residents of Australia

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

Yes. Please call 1800 673 108