

“NARTA HAIER ACES TENNIS” PROMOTION

TERMS AND CONDITIONS

1. Information on how to enter and the prize(s) form part of these Terms and Conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions.
2. Entry is only open to Australian residents aged 18 years or over residing within major metropolitan and regional areas that Haier service covers. To check if an entrant lives in a qualifying area, they must call Haier Customer Care on 1300 729 948.
3. Employees (and their immediate families) of the Promoter, Participating Stores and agencies associated with this promotion are ineligible to enter. Immediate family means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or 1st cousin.
4. Promotion commences for purchase on 22/12/25 and close at 11:59pm AEDT on 22/02/26 (“**Purchase Period**”). Entries into the promotion open on 22/12/25 and close at 11:59pm AEST on 30/04/26 (“**Promotional Period**”).
5. A Participating Store is any of the following stores nationally that displays advertising materials for this promotion and stocks Haier products during the Promotional Period:
 - Begents powered by Betta
 - Betta Home Living
 - Billy Guyatts
 - Bing Lee
 - Bi-Rite Home Appliances
 - Designer Appliances
 - E & S Trading
 - Hart & Co
 - JB Hi-Fi
 - Retravision
 - Spartan Appliances
 - Stan Cash

(each a “**Participating Store**”).

6. To be eligible to enter, individuals must purchase, any Haier product from a Participating Store nationally during the Purchase Period. If a staff member does not automatically provide the individual with a purchase receipt for their purchase of a Haier product, it is the responsibility of the individual to request one.
7. There are two (2) components in this promotion as set out below:

A. Skill Component

To enter the Skill Component, individuals must, during the Promotional Period:

- (i) visit www.haiertennis.com.au and follow the prompts to the promotion entry form;
- (ii) input the requested details, upload a copy of their Haier product purchase receipt and submit the fully completed entry form; and then

- (iii) follow the prompts and play the Aces Haier tennis game (the “**Game**”) on the website.

Individuals will then receive a score based on their performance in the Game.

B. Second Chance Draws Component

For the Second Chance Draws Component, individuals must first complete the steps for the Skill Component above and after playing the Game, will be given the option to submit a review of the Haier product purchased. To enter the Second Chance Draws Component, the Entrant must, during the Promotional Period, follow the prompts to the product review form, input the requested details and submit the fully completed product review form.

Each entrant who completes a valid review will receive one (1) entry into the next Second Chance Draw as per the table below.

There will be two (2) draws conducted for the Second Chance Draws Component. Entries close for each draw at 11:59pm AEDT on the dates specified in the table below. All draws will take place at the Promoter’s address on the time and dates specified in the table below. All eligible entries will remain in the draw pool for future draws unless selected as a winning entry. Winners will be notified in writing within seven (7) days of the draw and published (initial, surname and postcode) on www.haiertennis.com.au by the dates specified in the table below.

Draw	Entries Close	Draw Date and Time	Publication Date
1	22/02/26 11:59pm AEDT	24/02/26 11:00am AEDT	26/02/26
2	30/04/26 11:59pm AEST	04/05/26 11:00am AEST	06/05/26

- 8. Multiple entries permitted, subject to the following: (a) only one (1) entry into the Skill Component permitted per Haier product purchased; (b) only one (1) entry into the Second Chance Draws Component per Haier product reviewed; (c) each entry must be submitted separately and in accordance with entry requirements; (d) a maximum of two (2) entries into the Skill Component is permitted per person; and (e) a maximum of two (2) entries into the Second Chance Draws Component is permitted per person. For the avoidance of doubt, if a person purchases two (2) Haier products in a single transaction, they must submit two (2) separate entry submissions and submit two (2) separate reviews to receive their entries into the relevant Component, and after this, no further entries into either Component will be permitted, regardless of the number of Haier products that have been purchased in excess of two (2).
- 9. Only one (1) prize is permitted per person (excluding SA residents).
- 10. Entrants must retain a copy of their purchase receipt(s) for all entries as proof of purchase. Failure to produce the proof of purchase for all entries when requested may, in the absolute discretion of the Promoter, result in invalidation of ALL of an entrant’s entries and forfeiture of any right to a prize. Purchase receipt(s) must clearly specify the product purchased, store of purchase and that the purchase was made during the Promotional Period but prior to entry.
- 11. The Promoter reserves the right, at any time, to verify the validity of entries and entrants (including an entrant’s identity, age and place of residence) and reserves the right, in its sole discretion, to disqualify any individual who the Promoter has reason to believe has breached any of these Terms and Conditions, tampered with the entry process or engaged in any unlawful or other improper misconduct calculated to

jeopardise fair and proper conduct of the promotion. Errors and omissions may be accepted at the Promoter's discretion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. The Promoter's legal rights to recover damages or other compensation from such an offender are reserved.

12. Incomplete or indecipherable entries will be deemed invalid.
13. If there is a dispute as to the identity of an entrant, the Promoter reserves the right, in its sole discretion, to determine the identity of the entrant.

14. Prizes

A. Skill Component

- (i) At the end of the Promotional Period, the entrant who receives the highest score for playing the Game will win a Haier appliances prize package valued at up to \$10,000.00 RRP. The prize package will consist of a selection of products chosen by the winner across laundry, refrigeration, dishwashing and cooking appliances, subject to availability.
- (ii) In the event that two or more entrants are tied for the same top score in the Game, all tied entrants will be entered into a draw. The draw will take place at the Promoter's address at 11am AEST on 04/05/26. The first valid entry drawn from the tied entrants will receive the prize package.
- (iii) The following conditions apply to the prize package:
 - a. The prize package value is inclusive of any appliances selected, and delivery and installation costs. Any value short of \$10,000 cannot be redeemed as cash.
 - b. Winner must accept delivery of the products chosen no later than 06/07/2026.
 - c. Delivery and Installation is included in the prize subject to the following:
 - i. Installation is only available within major metropolitan and regional areas that Haier service covers. To check if an entrant lives in a qualifying area, they must call Haier Customer Care on 1300 729 948.
 - ii. Haier is unable to install cooking products. Installation of any cooking products selected by the Winner is at the winner's cost.
 - iii. Installation by Haier, where applicable, cannot be rain checked and must take place by 06/07/2026.
 - iv. Connections will only be carried out where the joinery, electrical and plumbing requirements meet those shown in the Haier product installation instructions provided with the selected appliance, or as illustrated for the applicable appliance on the Haier website <https://www.haier.com.au/>. All electrical wiring and fittings must meet the electrical standard for the appliance being installed as required by the current AS/NZS3000 electrical wiring regulations.
 - v. The appliance must be in place adjacent to where it is to be connected regardless of whether the building is a single or multi-level property.
 - vi. The appliance must be available to be connected when the Haier trained and supported service technician arrives at the designated premises.
 - vii. Disconnection, removal and disposal of any old appliance is the responsibility of the winner. The Haier trained and supported

- service technician will remove all packaging related to the new appliance if requested.
- viii. If the Haier trained and supported service technician is unable to complete the connection of the appliance due to the installation not meeting the conditions set out here or the winner not being available for installation within the agreed upon time frames, a charge may apply to complete the connection.
 - ix. The Haier trained and supported service technician will not install the front on integrated models. If a winner's claim for this promotion is validated, the winner will receive an email with detailed instructions for booking installation. The winner can submit their preferred date and time for installation by following the link provided in this email. If the winner's selected date and time is available the winner will receive an email confirming their booking. If the winner's selected date or time is unavailable the winner will be contacted by a Customer Care representative within 2 - 3 business days to reschedule their booking. In the event where claimant's Haier trained and supported service technician does not arrive on the agreed day/time of installation, please contact Haier Customer Care on 1300 650 590.

B. Second Chance Draws Component

- (i) The first three (3) valid entries drawn in each Second Chance Draw will each win a \$500 Visa eGift Card, for a total of six (6) winners for the Second Chance Draws.
 - (ii) Any ancillary costs associated with redeeming the Visa eGift Card are not included. Any unused balance of the Visa eGift Card will not be awarded as cash. Redemption of the Visa eGift Card is subject to any terms and conditions of the issuer including those specified on the Visa eGift Card.
15. In any draw, the Promoter may draw additional reserve entries and record them in order in case an invalid entry or ineligible entrant is drawn.
 16. The Promoter's decision is final and no correspondence will be entered into.
 17. Winners are responsible for ensuring that all prize delivery details provided are correct. The Promoter will not be liable for any costs associated with re-delivery of a prize, should the delivery details provided by a winner be incorrect.
 18. Subject to the unclaimed prize draw clause, if for any reason a winner does not take a prize (or an element of the prize) at/by the time stipulated by the Promoter, then the prize (or that element of the prize) will be forfeited.
 19. If any prize (or part of any prize) is unavailable, the Promoter, in its discretion, reserves the right to substitute the prize (or that part of the prize) with a prize of the equal value and/or specification, subject to any written directions from a regulatory authority.
 20. In the event of war, terrorism, state of emergency, government lockdown, pandemic, or any other kind of disaster or unforeseeable event beyond the Promoter's reasonable control, the Promoter reserves the right to cancel, terminate, modify or suspend the promotion or suspend, substitute or modify a prize, subject to any written directions from a relevant regulatory authority.

21. Total prize pool value is AU\$13,000.00 RRP.
22. Prizes, or any unused portion of a prize, are not transferable or exchangeable and cannot be taken as cash, unless otherwise specified.
23. A draw for any unclaimed prizes may take place on 04/06/26 at the same time and place as the original draws, subject to any directions from a regulatory authority. Winners, if any, will be notified by email within two (2) business days of the draw and will be published (initial, surname and postcode) on www.haiertennis.com.au by 09/06/26.
24. Entrants consent to the Promoter using their name, likeness, image and/or voice in the event they are a winner (including photograph, film and/or recording of the same) in any media for an unlimited period without remuneration for the purpose of promoting this promotion (including any outcome), and promoting any products manufactured, distributed and/or supplied by the Promoter.
25. If this promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, including but not limited to technical difficulties, unauthorised intervention or fraud, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law: (a) to disqualify any entrant; or (b) subject to any written directions from a regulatory authority, to modify, suspend, terminate or cancel the promotion, as appropriate.
26. Any cost associated with accessing the promotional website is the entrant's responsibility and is dependent on the Internet service provider used.
27. The use of any automated entry software or any other mechanical or electronic means that allows an entrant to automatically enter repeatedly is prohibited and will render all entries submitted by that entrant invalid.
28. Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Act, as well as any other implied warranties under the ASIC Act or similar consumer protection laws in the States and Territories of Australia ("**Non-Excludable Guarantees**"). Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the promotion.
29. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) is not responsible for and excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any entry or prize claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any variation in prize value to that stated in these Terms and Conditions; (e) any tax liability incurred by a winner or entrant; or (f) use of / taking of the prize.

30. As a condition of accepting the prize, the winners may be required to sign any legal documentation as and, in the form, required by the Promoter and/or prize suppliers in their absolute discretion, including but not limited to a legal release and indemnity form.
31. The Promoter collects personal information ("PI") in order to conduct the promotion and may, for this purpose, disclose such PI to third parties, including but not limited to agents, contractors, service providers, prize suppliers and, as required, to Australian regulatory authorities. Entry is conditional on providing this PI. The Promoter will also use and handle PI as set out in its Privacy Policy, which can be viewed at <https://www.narta.com.au/privacy-policy/>. In addition to any use that may be outlined in the Promoter's Privacy Policy, the Promoter may, for an indefinite period, unless otherwise advised, use the PI for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the entrant. The Privacy Policy also contains information about how entrants may opt out, access, update or correct their PI, how entrants may complain about a breach of the Australian Privacy Principles or any other applicable law and how those complaints will be dealt with. All entries become the property of the Promoter. Unless otherwise indicated by the Promoter, the Promoter may disclose PI to entities outside of Australia (for a list of the countries, see the Promoter's Privacy Policy), and cannot guarantee that any overseas recipient will not breach the Australian Privacy Principles. By entering the promotion, entrants consent to the overseas transfer on these terms as permitted by the Australian Privacy Principles and agree that the Promoter is not liable in this regard.
32. The Promoter is Narta International Pty Ltd (ABN 81 003 379 486) of Suite 2.02, Level 2, Building F, 1 Homebush Bay Drive, Rhodes NSW 2138 ("**Promoter**").

For any queries regarding this promotion, please email support@haiertennis.com.au.

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