

How To Claim

The format of our full time Customer Loyalty Program makes it even easier for customers to qualify and claim for Rewards.

As it is an ongoing program customers can continue to accumulate Reward Dollar credits for as long as they wish. There is no expiry on accrued Reward Dollars, which stay "live" and redeemable, **provided the customer maintains an active account/trading relationship with Bidvest Australia Limited through one of its Foodservice Branches as listed on this catalogue.**

Our initial requirement is that customers must have earned a minimum of \$25.00 (twenty-five dollars) in Reward Dollar credits to qualify for a redemption reward.

Customers can determine their Reward Dollar credit balance at any time by one of the two following methods:

- (a) Log on to www.findfoodfast.com.au, and register as an online user. The Reward dollar balance is then accessible by following the prompts.
- (b) Contact your local field sales representative or your local foodservice branch. They will complete the search for you and advise you of your current Reward dollars balance.

Choose your preferred voucher type or types from those advertised as on offer, and advise your representative or Foodservice branch of your choice. Your claim will be registered, and processed at the end of the accounting month in which you made the claim. Your vouchers will be delivered by your representative or by registered mail the next month. When "Bidvest" vouchers are chosen they may only be redeemed at the issuing Bidvest Foodservice unit or closest Bidvest Hospitality branch. The "Bidvest" vouchers may not be credited to an existing account balance or credited for a cash refund. "Bidvest" vouchers may only be credited against purchases made from the issuing branch after the date of issue.

Authority

All vouchers claimed by customers will be supplied to the registered claimant on the understanding that the person claiming the Customer Loyalty vouchers is authorised to do so on behalf of the business whose purchases generated the dollar value of credits during the purchase period. Vouchers claimed by registered clubs are subject to distribution in accordance with the laws and regulations applying to registered clubs in each State.

Taxation

Bidvest Australia Limited and its subsidiaries accept no liability in respect to any taxation liability (including fringe benefits tax) of voucher recipients arising from the redemption of said vouchers. All vouchers are valued inclusive of GST where applicable. Voucher recipients should seek their own independent advice on any taxation implications that may arise from receiving the Customer Loyalty Program vouchers.

Disclaimer

Bidvest Australia Limited, its subsidiaries and employees do not accept any liability with respect to loss, damage, death or injury, including consequential loss or damage arising from the supply of any voucher or its subsequent redemption, or from the loss, theft or destruction of any voucher, except for any liability which cannot by law be excluded. Subject to any rights you may have under the Trade Practices Act or any warranties implied by law which cannot be excluded, Bidvest Australia Limited, its subsidiaries and employees give no warranty with respect to the vouchers as claimed or any subsequent redemption.

Any vouchers supplied will be subject to the terms and conditions applicable to each individual type of voucher. Vouchers are not redeemable for cash.

Privacy

By entering the promotion, and unless Bidvest Australia Limited is advised by the qualifying customer, each qualifying customer consents to the information which they submit with their claim form being entered into a database and Bidvest Australia Limited may use this information in any media for future promotional, marketing and publicity purposes without any further reference or payment or other compensation to the qualifying customer. All details provided by the qualifying customer may be stored at the office of Bidvest Australia Limited, National Marketing Department, 347 Lytton Road Morningside Qld 4170. Any request to access, update or correct any information should be directed to this address. All information shall be kept in accordance with the Privacy Act 2000.

Exclusion Or Cancellation

Should your account with our company be terminated and trading cease, any accrued Reward dollar credits will remain redeemable for a 3 (three) month period after the account ceases to operate. After that time, any accrued but unredeemed Reward dollar credits will be classified null and void, and will be forfeited.

Bidvest Australia Limited and its subsidiaries reserve the right at their absolute discretion at any time to exclude any customer from inclusion in the Customer Loyalty Program or to cancel the registration of any customer.

Entire Agreement

The terms and conditions constitute the entire agreement between Bidvest Australia Limited, its subsidiaries, and the customer in respect to the Customer Loyalty Program.

Bidvest Australia Limited may in their absolute discretion and in the conduct of this program:

- 1. Change, amend or vary these Terms and Conditions.**
- 2. Cancel the program in whole or in part.**
- 3. Change, amend, vary or withdraw any voucher or value of any dollar credit attached to any nominated Loyalty product.**
- 4. Change, amend or vary any nominated Loyalty product as listed in this booklet.**
- 5. Exclude a customer from, or cancel a customers registration and participation in the Customer Loyalty Program.**

Should a customer at any time during the conduct and subsequent continuance of the program (including the claim and redemption period) be in breach of their trading terms with Bidvest Australia Limited or its subsidiaries, Bidvest Australia Limited may then cancel the customers registration and participation in the Program. Bidvest Australia Limited and its subsidiaries will not be liable for any subsequent loss or damage suffered from a result of such a withdrawal or cancellation, variations or changes to the Program made by Bidvest Australia Limited in accordance with these Terms and Conditions.

All decisions pertaining to any disputes arising from the conduct of this Loyalty Program or the interpretation of the Terms and Conditions will be made by Bidvest Australia Limited, whose decision will be final and binding on all customers and suppliers.

Bidvest Australia's registered office is located at Unit 3/11 West Street NORTH SYDNEY NSW 2060, and the Corporate Office and principal place of business is located at Level 1, 31-35 Bank Street PYRMONT NSW 2009.