

## **WEDO APP REWARDS Terms & Conditions**

### **Overview**

Volunteering SA&NT Inc (VSA&NT) is the organisation managing and determining the WeDo Rewards process for the WeDo App. In collecting and using personal information, VSA&NT will follow Australian Privacy Principles and personal information is used only for the implementation of the WeDo Rewards.

### **Definition of WeDo Reward**

Any merchandise/product or non-merchandise/service as are available on the WeDo App and available for redemption through collecting points based on volunteer activity times.

### **App Users acknowledge:**

- All reasonable efforts will be made by VSA&NT to ensure that information in relation to WeDo Rewards is correct, except as required by certain statutory warranties under consumer protection laws. VSA&NT accepts no liability for the lack of completeness or correctness of such information;
- WeDo Rewards may be of limited stock;
- WeDo Rewards may be offered for a limited time;
- WeDo Rewards are subject to terms and conditions of their suppliers; and availability of some WeDo Rewards may be subject to capacity controls by their suppliers.

### **Earning Rewards**

- WeDo Reward Points do not expire. VSA&NT reserves the right to cancel the program at any time and if so points will have no value.
- Your WeDo Reward Points status is available on the rewards icon of the WeDo App
- Only the user (volunteer) accruing points can redeem rewards and in the case of non-merchandise, use the rewards.

### **1. Choosing your reward**

- a. Specific WeDo Reward details are listed for each reward on the WeDo App.
- b. Choose WeDo Rewards carefully. Once WeDo Reward Points have been redeemed, WeDo Rewards cannot be exchanged, cancelled or WeDo Reward Points refunded for any reason except where that reason is covered by a consumer guarantee in the Australian Consumer Law (eg, where the reward is a product which is faulty).
- c. WeDo App users redeem WeDo Reward Points in order to obtain WeDo Rewards at their own discretion.

- d. VSA&NT determines the value of each WeDo Reward and the WeDo Reward Points required to redeem each WeDo Reward. VSA&NT does not give any warranty to the underlying value of any WeDo Reward.
- e. VSA&NT reserves the right to make any changes at any time to WeDo Rewards available, the number of points required to redeem a WeDo Reward and the Terms and Conditions applicable to WeDo Rewards, irrespective of the effect on users' points, without prior notice and at their absolute discretion.
- f. WeDo Rewards cannot be redeemed for cash and have no monetary value to the redeemer.
- g. All reward redemptions are subject to the WeDo App Reward Terms and Conditions.

## **2. How to redeem WeDo Reward Points for a WeDo Reward**

- a. Users log volunteer hours which are verified by their organisation's representative. Points are accrued for each verified volunteering activity. Points can then be redeemed for rewards on the "gift box" icon of the WeDo App.
- b. Redemptions via the WeDo App must be made from an Australian-based IP address.

## **3. VSA&NT may at any time and without prior notice to WeDo users withdraw, limit, modify, cancel, increase or decrease**

- a. any particular WeDo Reward;
- b. the advertised terms of offer for a WeDo Reward; or
- c. the quantity of a WeDo Reward available for redemption.
- d. Where applicable, WeDo Rewards (including emailed WeDo Reward notifications) will be delivered by email to the WeDo user. For some rewards ie merchandise, VSA&NT will post the reward to the user's address. Users must ensure that contact details including address, email and mobile number are current.
- e. Posted rewards will be sent by ordinary mail to Australian addresses only.
- f. These Terms and Conditions may be amended from time to time.

## **4. WeDo Reward Providers' Terms and Conditions**

- a. WeDo Rewards are manufactured and/or supplied by independent suppliers. Certain statutory warranties under consumer protection laws may apply to Rewards for the benefit of WeDo users (consumers). Nothing in these Terms and Conditions is intended to exclude or restrict the application of such consumer laws but VSA&NT makes no guarantee, warranties or representations of any kind, express or implied, with respect to the WeDo Rewards including warranties of merchantability, fitness for a particular purpose or otherwise outside of the application of those laws.
- b. Rewards may be subject to other terms, conditions and restrictions as are communicated or referred to by the WeDo App or the WeDo Reward Provider from time to time on their websites, or in the course of a user redeeming points for a reward.
- c. Vouchers redeemed as WeDo Rewards that are lost, stolen, damaged or destroyed cannot be replaced.
- d. It is the user's responsibility to read and accept the Terms and Conditions before redeeming any rewards.

## **5. Rewards delivery time**

- a. VSA&NT will endeavour to deliver redeemed WeDo Rewards within the stated time frame, however, contact VSA&NT if you do not receive your emailed reward letter or WeDo Reward within the specified delivery time.
- b. Gift cards will be sent within 3 weeks of being redeemed.
- c. If gift cards or merchandise are not received within 4 weeks, please call VSA& NT on 08 8221 7177.

## **6. Claims for non-delivery**

- a. A claim for non-delivery must be made to VSA&NT within two months of requesting the WeDo Reward. A claim for a damaged WeDo Reward must be made within 7 days of delivery.
- b. Without limiting VSA&NT's general exclusion of liability under these Terms and Conditions, or any applicable consumer guarantee under the Australian Consumer Law, any liability of VSA&NT in relation to a non-delivery or damage during delivery is excluded, to the extent permitted by law, if you do not make a claim within the required period.

## **7. Terms and conditions for specific types of WeDo Rewards Merchandise (such as T-shirts and drink bottles)**

- a. All merchandise WeDo Rewards are subject to availability. Where there is a stock shortage or delay, VSA&NT may substitute a product of equal or greater value.
- b. Pictures are illustrative only and merchandise may vary.

### **Non-Merchandise WeDo Rewards (such as training, shopping discounts)**

- c. Non-merchandise WeDo Rewards are subject to availability.
- d. For non-merchandise WeDo Rewards, your contract is directly with the WeDo Reward Provider and their Terms and Conditions will also apply. If there are specific Terms and Conditions for a WeDo Reward, these are listed on the advertisement of the WeDo Reward on the WeDo App. Ensure you are familiar with and understand the WeDo Reward Provider's Terms and Conditions before redeeming the reward.

WeDo is an initiative of Volunteering SA&NT and the Government of South Australia.

### **Contact us**

Call us on: 1300 135 545 or 08 8221 7177

Email us on: [wedo@volunteeringsa-nt.org.au](mailto:wedo@volunteeringsa-nt.org.au)

### **Volunteering SA&NT**

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