

FREQUENTLY ASKED QUESTIONS

BONUS \$500 STRATCO GIFT CARD OFFER

How do I ensure I get/redeem the Bonus \$500 Gift Card offer?

Firstly, you must ensure that your product qualifies as eligible for the offer. The terms and conditions can be found at the bottom of the online registration form which is located at www.stratco.com.au:

<https://www.stratco.com.au/forms/gift-card-registration-form/>

There are clear minimum sizes for each Stratco product and two different products cannot be combined to take the total order over the minimum size threshold.

For DIY product purchased through a Stratco Home Improvement Store, once you have made a \$500 deposit on the eligible Stratco product, you will receive the \$500 Gift Card at the point of payment.

For supply & install products purchased through an Authorised Stratco Outback Dealer, once you have paid your deposit to the Authorised Outback Dealer for the eligible Stratco Patio, you must then register your purchase at the online registration form. This registration form is located at www.stratco.com.au:

<https://www.stratco.com.au/forms/gift-card-registration-form/>

You will have until the 20th of July 2020 to register on this form. If you do not register in time, you will not be eligible for the Bonus Gift Card offer. Once you have registered you will receive a confirmation of registration to your email address. Please retain a copy of this email in case for verification purposes.

Please note that it is essential that your details are correctly filled out as it is **this information** Stratco will use to tie back to the job in our system and it is these 'contact details' that we will use to get in contact.

When will I get the Bonus \$500 Gift Card?

For DIY product purchased through a Stratco Home Improvement Store, once you have made a \$500 deposit on the eligible Stratco product, you will receive the \$500 Gift Card at the point of payment.

For supply & install products purchased through an Authorised Stratco Outback Dealer, once you have paid your deposit to the Authorised Outback Dealer for the eligible Stratco Patio and registered your purchase at the online registration form (<https://www.stratco.com.au/forms/gift-card-registration-form/>), we will verify your purchase and then notify you to come in and pick the voucher up within 5 working days.

Stratco will notify you when the Gift Card is ready to be picked up from your closest nominated Stratco store.

How/where will I get the Bonus Gift Card?

For DIY product purchased through a Stratco Home Improvement Store, you will receive the \$500 voucher at the point of payment.

For supply & install products purchased through an Authorised Stratco Outback Dealer, we'll notify you when the product is ready to be picked up from your nominated Stratco store. Please bring in identification for verification purposes.



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Do I need to pay for the entire patio/garage to qualify?

No – full payment is not necessary to receive the Bonus Gift Card. However, you will need to make a minimum \$500 deposit within the promotional period to receive the gift card.

However, if for any reason the job does not proceed, the \$500 deposit will be forfeited.

What if I change my mind? What happens if this job does not go ahead for reasons within my/outside of my control?

If for any reason the job does not proceed, the \$500 deposit will be forfeited. However, you will still be entitled to spend the Gift Card.

Can I still get the Bonus Gift Card if I purchase my Patio/Garage/Ambient Blinds using a HSBC finance offer?

For eligible DIY products purchased through our Home Improvement Stores you cannot get both offers together - the Bonus Gift Card cannot be redeemed in conjunction with any other offer. This includes the current Interest Free Terms offer available over the June period.

For eligible Supply & Install products purchased through our Independent Authorised Outback Dealers, it is at the discretion of the Outback Dealer as to whether they will allow Interest Free Terms finance to be used in conjunction with the Bonus Gift Card offer.

Can I combine an Outback and a Gable Roof Shed purchase to meet the minimum size threshold?

No – each eligible product must meet minimum size thresholds. The same goes for any combination of Outback, Pavilion, Gable Roof Sheds and Ambient Blinds – they cannot be combined together to meet the minimum area in aggregate.

Do I have to be a Stratco Super Saver member to be eligible for the Bonus Gift Card offer?

Yes – in order to be eligible you or someone in your family must be a Super Saver. This detail will be checked when you come in to pick up the Gift Card.

NOT A MEMBER? That's fine, it is easy to sign up. You can do so in-store or online at the following link:

<https://www.stratco.com.au/super-saver-new-card-registration/>

Once you've signed up, you'll be in the system and we can look you up (even if you have not received your card). If you sign up online, you may not be in our system until the following day so get in early.

Can I spend this gift card at any other reseller/retailer?

No – this Gift Card is exclusively for redemption in Stratco retail stores.

