



KELWIN COASTAL CARPETS - 50TH ANNIVERSARY PROMOTION

TERMS AND CONDITIONS

1. THE PROMOTER

The Promoter is GNT Holdings Pty Ltd trading as Kelwin Coastal Carpets (ABN 70 108 719 964), of Unit 3, 16 Robert Street, Kunda Park Queensland 4556 ("Promoter").

2. PROMOTIONAL PERIOD

The Promotion commences at 9:00 am AEST on Monday, 10 August 2026 and closes at 5:00 pm AEST on Wednesday, 30 September 2026 ("Promotional Period"). Entries can only be earned where all applicable entry requirements are completed during the Promotional Period. Entries received or earned outside the Promotional Period are invalid.

3. ELIGIBILITY

Entry is open to residential retail customers who:

- (a) are aged 18 years or older;
- (b) have an eligible residential property located within the Sunshine Coast and surrounding areas ordinarily serviced by Kelwin Coastal Carpets; and
- (c) participate in good faith and provide complete and accurate personal information.

Where a property appears to be outside the Promoter's normal service area, the Promoter may confirm whether the property is eligible before accepting or completing the booking regarding the Promotion.

Eligibility relates to the residential property receiving the Measure and Quote, rather than only to the entrant's home address.

Excluded entrants and transactions

The following individuals and entities are **not** eligible to enter:

- commercial, trade or institutional account holders, including builders, developers, property developers, tier or contract accounts, aged-care or health-care providers, and purchases made under commercial account or contract terms with the Promoter;
- directors, management, employees of the Promoter and their immediate family members; and
- employees of the digital, radio or marketing agencies directly associated with the Promotion.

Household definition

For the purposes of this Promotion, a "household" means all eligible persons residing at the same residential street address. The Promoter may recognise separately occupied residences at the same street address where reasonable evidence is provided that they are distinct residential households.

4. HOW TO ENTER

A maximum of six (6) entries may be allocated to an eligible household during the Promotional Period, comprising:

- (a) one (1) Standard Entry for completing the Standard Entry requirements; and
- (b) five (5) Bonus Entries for completing the Bonus Entry requirements.

The Standard Entry and five Bonus Entries may each be allocated only once per eligible household, regardless of the number or value of purchases, invoices, quotes, rooms, products or deposits associated with that household.

Standard Entry - one (1) entry

During the Promotional Period, an eligible household must book and complete a free in-home Measure and Quote for an eligible residential property. Both the booking and the completed in-home Measure and Quote must occur during the Promotional Period.

The campaign landing page and webform are lead-capture and booking-request facilities only. Submitting an enquiry or booking request does not constitute an entry.

A valid Standard Entry is created only after Kelwin Coastal Carpets has booked and completed the free in-home Measure and Quote during the Promotional Period.

Bonus Entries - five (5) entries

During the Promotional Period, an eligible household must enter into an eligible residential flooring Purchase Contract with the Promoter and pay the deposit required under that contract.

Once the Promoter has confirmed receipt of the required deposit, the household will receive five (5) Bonus Entries.

The five (5) Bonus Entries are allocated once per eligible household and not once per invoice, room, product, purchase, transaction or subsequent deposit.

A purchase made under an excluded commercial, trade, institutional, account or contract arrangement is **not** eligible.

Entry conditions

- the Standard Entry is recorded after the in-home Measure and Quote has been completed;
- the five (5) Bonus Entries are recorded after the required deposit has been received and verified;
- incomplete appointments, enquiries, booking requests and quotes not completed during the Promotional Period do not constitute valid entries;
- all entries are subject to verification by the Promotion administrator; and
- the Promoter may void entries that are incomplete, fraudulent, misleading, non-genuine or made in bad faith.

If an eligible purchase is cancelled, rescinded or refunded before the draw, the five (5) Bonus Entries associated with that purchase will be void. The household's Standard Entry, if independently earned through a completed in-home Measure and Quote, will remain valid.

5. PRIZE POOL

The total prize pool is valued at \$10,000 including GST, comprising:

- one (1) Major Prize valued at up to \$5,000 towards flooring products and standard installation; and
- ten (10) Runner-Up Prizes, each consisting of a \$500 Kelwin Coastal Carpets voucher.

For the purposes of these Terms, "standard installation" means the installation ordinarily included in the Promoter's written flooring quotation. Additional floor preparation, repairs, uplift and disposal, furniture removal, stairs, trims or other ancillary work are included only where expressly stated in the quotation.

6. PRIZE CREDIT AND VOUCHER CONDITIONS

All prizes are non-transferable, non-exchangeable and not redeemable for cash, except where expressly stated in these Terms. Prize credits and vouchers may be redeemed in part or in full before their expiry date. Any unused balance will remain available until the applicable expiry date.

Prize credits and vouchers expire 12 months after the draw, on 2 October 2027. Any balance not redeemed by that date will be forfeited.

Prize credits are applied to the Promoter's normal retail pricing. Another promotional discount or offer may be applied only with the Promoter's prior approval.

7. MAJOR PRIZE APPLICATION

Winner has already purchased

If the Major Prize winner has already entered into an eligible purchase during the Promotional Period, up to \$5,000 will be applied against the winner's active invoice, capped at the invoice total.

If the eligible invoice total is less than \$5,000, the remaining prize balance will be issued as a Kelwin Coastal Carpets store credit valid until 2 October 2027.

Winner has not yet purchased

If the Major Prize winner completed an eligible in-home Measure and Quote but has not yet purchased, the Major Prize will become a credit towards an eligible residential flooring contract entered into, and deposited, before 2 October 2027.

Cancellation after the Major Prize is applied

If a winning customer subsequently cancels the contract to which the Major Prize has been applied, the prize amount will not be paid in cash. Any refund or account adjustment will be calculated after reversing the prize credit, subject to the customer's contractual and statutory rights. Nothing in this clause limits any rights the customer may have under the Australian Consumer Law.

8. ONE PRIZE PER HOUSEHOLD

Each household may win a maximum of one prize. Once a household has been selected as a provisional winner, all remaining entries associated with that household will be removed before the remaining prizes are drawn.

9. PRE-DRAW RECONCILIATION AND DRAW

Before the draw, the Promotion administrator will reconcile and verify the competition-entry register, including household limits, completed quote details, deposit payments, cancellations, duplicate entries and eligibility. Only entries appearing in the final verified register will be included in the draw.

The draw will take place at the Kelwin Coastal Carpets showroom at Unit 3, 16 Robert Street, Kunda Park Queensland 4556 at 11:00 am AEST on Friday, 2 October 2026.

The Major Prize will be drawn first, followed by the ten (10) Runner-Up Prizes. The draw will be conducted using a secure electronic random-draw process.

10. WINNER NOTIFICATION, PUBLICATION AND CLAIMING

Winners will be notified by phone and email within two business days of the draw.

The names and suburbs of all winners will be published on the Kelwin Coastal Carpets website and social media channels on Monday, 5 October 2026 and will remain published for at least 28 days.

A provisional winner who does not respond and provide any reasonably requested verification within 30 days after notification will be treated as having failed to claim the prize. The prize will then be included in the scheduled Unclaimed Prize Draw.

A prize is deemed claimed once the winner has responded, completed any required verification and the prize or voucher has been issued. The subsequent use or non-use of a voucher before its expiry does not affect its claimed status.

11. UNCLAIMED PRIZE DRAW

Any prize not claimed in accordance with clause 10 will be included in an Unclaimed Prize Draw at the same venue at 11:00 am AEST on Friday, 8 January 2027.

Replacement winners will be notified by phone and email within two business days, and their names and suburbs will be published on the Kelwin Coastal Carpets website and social media channels on Monday, 11 January 2027, remaining visible for at least 28 days.

12. VERIFICATION

The Promoter may request reasonable proof of:

- identity and age;
- the eligible residential property address;
- completion of the in-home Measure and Quote;
- the relevant quote, invoice or contract;
- payment of the required deposit; and
- household status where duplicate or related entries are identified.

Where a property appears to be outside the Promoter's normal service area, the Promoter may request information reasonably required to determine whether the property is eligible. Failure to provide reasonably requested verification may result in disqualification.

13. INVALID ENTRIES

The Promoter may disqualify entries that are:

- incomplete, incorrect, fraudulent or misleading;
- submitted or earned by an ineligible entrant or household;
- duplicated beyond the permitted household limit;
- associated with a cancelled, rescinded or refunded purchase; or
- otherwise inconsistent with these Terms.

14. LIABILITY

To the maximum extent permitted by law, the Promoter is not responsible for technical malfunctions, network failures, lost or delayed communications, or delays and disruptions beyond its reasonable control, except to the extent caused by the Promoter's negligence or breach of law.

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded or restricted under the Australian Consumer Law.

15. CHANGES TO THE PROMOTION

If the Promotion cannot be conducted as reasonably anticipated because of circumstances beyond the Promoter's reasonable control, the Promoter may modify, suspend or cancel the Promotion to the extent reasonably necessary, subject to any applicable regulatory requirements. The Promoter will take reasonable steps to avoid materially disadvantaging valid entrants.

16. DISPUTES

The Promoter will consider any genuine dispute or complaint reasonably and in good faith. Nothing in these Terms and Conditions limits an entrant's rights under applicable law.

17. PRIVACY

The Promoter will collect and use entrants' personal information to administer the Promotion, verify entries, conduct the draw, contact winners and publish winner information as described in these Terms. Personal information will otherwise be handled in accordance with the Promoter's Privacy Policy.

Consent to receive future marketing communications will be requested separately and is not a condition of entry. Individuals may unsubscribe from marketing communications at any time.

18. RECORD RETENTION

The Promoter will securely retain the competition-entry register, verification records, draw records and prize-delivery documentation for five years, or for any longer period required by applicable law.