

Terms & Conditions

Reusables Rebate 2025



PROMOTER	The Promoter is Townsville City Council (“TCC”), ABN 44 741 992 072, of 103 Walker Street, Townsville, Queensland 4810.
PROMOTION PERIOD	<p>The Reusables Rebate program (“Promotion”) will commence at 12.01AM AEST, 3rd March 2025 and will conclude on the:</p> <ul style="list-style-type: none">• 30th June 2025;or• the date the funding for the Promotion has exhausted <p>(“Promotion Period”).</p> <p>The Promoter will notify the community as soon as practicable if the funding for the Promotion has been exhausted- by -notification via the TCC website.</p>
WHO IS ELIGIBLE TO APPLY?	<p>The Promotion is open to all people residing in the Townsville City Council Local Government Area. Information on the Townsville Local Government Area can be found here: https://www.townsville.qld.gov.au/about-townsville/living-in-townsville/townsville-community-profiles</p> <p>If applicants are under the age of 18, applicants must have a legal guardian’s permission to make an application.</p> <p>Applicants must purchase eligible products between 3rd March 2025 - 30th June 2025 to be eligible to apply for the rebate.</p>
HOW IS THE REBATE APPLIED?	<p>The rebate will be applied in the form of a digital Visa Prepaid Gift card. These gift cards may be spent online or at any store that accepts digital Visa prepaid cards.</p> <p>All cards will be subject to the terms and conditions of the card issuer which is available at Terms & Conditions Corporate Prepaid Cards (corporateprepaidgiftcards.com.au) . The Cards have an expiry date 12 months from its issue date which can be found on the front.</p> <p>For successful applicants to receive the rebate:</p> <ul style="list-style-type: none">• You must have a device capable of receiving SMS and downloading applications.• Follow the instructions on the SMS you received with your card information. This will include downloading the Universal Gift Card App. The Universal Gift Card app works with most Android and Apple devices. However, it may depend on the age of your device.• Must provide to the card issuer personal details including but not limited to, full name, address, valid phone number, date of birth and email address. This information is required to receive the reusable rebate.• Applicants must complete the instructions included on the SMS before the allocated time frame of 6 months.• Applicants phone number must be current and match that to the one on the applicant’s application.

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If the SMS with the digital Visa Prepaid Gift card needs to be resent, this will be at the cost of the successful applicant. There will be a \$4.40 fee withdrawn from the applicants Visa Prepaid Gift card by the supplier.

WHAT ARE THE ELIGIBLE PRODUCTS?

Applicants may, during the Promotion Period, apply for a rebate on any of the following eligible products purchased between 3rd March 2025 and 30th June 2025:

- Cloth and reuseable swim nappies;
- Reusable inner liner for nappies;
- Reusable wipes;
- Reusable nursing breast pads;
- Reusable cloth sanitary pads;
- Reusable menstrual cups;
- Reusable period and/or incontinence underwear;
- Wet bags designed for the storage and transport of soiled reusable items; and
- Other associated accessories such as fastener and clips.

HOW MUCH CAN I APPLY FOR?

- Applicants can apply for 50% of the purchase price of an eligible product.
- A maximum rebate of \$200 is permitted on:
 - Cloth and reuseable swim nappies; and
 - Reusable inner liner for nappies.
- A maximum rebate of \$100 is permitted on other eligible reusable products.
- Residents can claim a total rebate of \$300 between all eligible products.
- There is a minimum product purchase of \$50 (per item) to be eligible for the rebate.
 - *For example, an applicant purchases an eligible item for \$50.00, they will receive a rebate of \$25.00 (50% of the purchase price).*
- The rebate does not cover any cost or expense incurred by applicants for the postage or delivery of any of the above products.

HOW DO I APPLY?

Applications for the rebate may be made by completing an online application form <https://fs6.formsite.com/townsvilleecc/zupvybtfgs/index>.

Applications must be lodged by 5pm on 30th June 2025 or prior to the allocated funds being exhausted.

Incomplete applications and applications made after 30th June 2025 or after the date the allocated funds are exhausted, will not be considered by the Promoter.

Application forms must be accompanied by:

- The applicant's contact details including valid phone number and email address to receive communications relating to the reusables rebate;
- An applicant's proof of residency in the Townsville City Council Local Government Area (i.e rates notice, utility bill, driver's licence noting current residential address);

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- Evidence of proof of purchase of the eligible; and
- If an applicant is under the age of 18, the applicant must submit evidence of their legal guardian's consent as part of their application.

The evidence of proof of purchase must note the following:

- Date of purchase (must be between 3rd March 2025 and 30th June 2025);
- Supplier's name and ABN (if applicable);
- Eligible product names and cost of the eligible Products (underline each eligible product if multiple items are listed on the receipt); and
- Confirm you have paid for the eligible products (e.g. contain the words 'receipt', or 'payment received' or similar).

MAKING PURCHASES

For instore purchases applicants must:

- Have a mobile or smart device which has near-field communication (NFC) and a digital wallet service capable of receiving digital Visa Gift cards. Your digital Visa card is compatible with Apple Pay, Google Pay and Samsung Pay.
 - For instructions on how to use Apple Pay in store, visit <https://www.apple.com/au/apple-pay>.
 - For instructions on how to use Google Pay in store, visit https://support.google.com/googlepay/?visit_id=638115114809501394-4158030481&rd=1#topic=12369512.
 - For instructions on how to use Samsung Pay in store, visit <https://www.samsung.com/au/apps/samsungpay>.

For online purchases applicants can view the Prepaid Visa card number, card name, expiry date and 3-digit CVV number on the Universal Gift Card App. The Universal Gift Card App will allow applicants to:

- Check card balance, transactions and expiry information
- PIN management
- Card lock/unlock
- Activation
- Card terms
- Manage face and touch ID

APPROVAL AND NOTIFICATION

The Promoter may take up to 30 days from receipt of an application to process that application and notify successful applicants by email. The Visa Prepaid Gift card will be sent out via SMS to successful applicants. The phone number supplied as part of the applicant's application form will be the number which the Visa Prepaid Gift card will be sent to.

FURTHER INFORMATION

Please contact Council Resource Recovery Team on 13 48 10 or at resourcerecovery@townsville.qld.gov.au if you wish to discuss the Promotion or your application.

To see frequently asked questions and Digital Visa issuer Terms and Conditions, please refer: <https://ugca.au/faqs>

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PRIVACY STATEMENT

The Townsville City Council (Council) collects and manages personal information in the course of performing its activities, functions and duties including to assess eligibility of the reusable rebate and informing Promotion winners and for promotional purposes. We respect the privacy of the personal information held by us. The way in which Council manages personal information is governed by the *Information Privacy Act 2009*. Generally, we will not disclose your personal information outside Council unless we are required to do so by law, or unless you have given us your consent to such disclosure. For further information about how we manage your personal information please see our Information Privacy Policy.

GENERAL CONDITIONS

These conditions must be read together with the terms outlined in the table above.

1. Participation in the Promotion indicates acceptance of these terms and conditions.
2. The Promoter may in its sole and absolute discretion make a determination on whether:
 - a. an applicant is eligible to apply for the rebate
 - b. a product, or products, contained in a completed application form is an eligible product
 - c. an application is in the form required.
3. The information submitted by applicants in their application forms may be used in advertising and promotional material by the Promoter in any medium (including, but not limited to television, print, press, cinema, radio, email, website and social media) and by entering the Promotion the applicant consents to the use/publication of their information for an unlimited period of time, worldwide.
4. If for any reason this promotion is not able to run as planned, the Promoter reserves the right to cancel the program at any time. The Promoter will inform the applicants in the event the Program is cancelled.