

TERMS AND CONDITIONS

Refer a Friend Offer

Tangerine operates a “refer a friend” program (Offer) which provides existing Tangerine customers (referrer) who introduce a new customer (referred customer) to a Tangerine nbn® and/or SIM-only mobile plan service with a one off \$25 bill credit on their next Tangerine bill. Under the offer, the referred customer will also receive a one-off \$25 discount off their first month nbn® or SIM-only mobile plan fees at checkout, when they enter a unique referral code. This Offer is subject to the following terms and conditions and eligibility criteria:

1. For both parties to be eligible to receive this Offer:
 - a. the referred customer must not have a current Tangerine account and must never have previously signed up for a Tangerine nbn® or SIM-only mobile plan service;
 - b. the referred customer must purchase a Tangerine nbn® or SIM-only mobile plan service using a unique referral code provided by the referrer; and
 - c. the referred customer must maintain their Tangerine nbn® or SIM-only mobile plan service for longer than 14 days; and
 - d. to receive the bill credit, the referrer must have an active Tangerine service at the time that their individual bill credit is applied to their account.
2. Where both the referrer and the referred customer meet the eligibility criteria outlined in section 1:
 - a. The referred customer will receive a \$25 discount off their first month nbn® and/or SIM-only mobile plan fees at checkout. Only one discount is available per referred customer, regardless of the number of services purchased; and
 - b. the referrer will receive a \$25 bill credit to be applied to their next bill that is issued more than 14 days after the date on which the referred customer’s service(s) were activated.
3. If the total value of the referrer’s next bill is less than \$25, any unused bill credit will be rolled over to subsequent bills until the total value is exhausted. If the referred customer’s total cart value is less than \$25 at checkout, no cashback will be paid for any portion of the discount that would reduce the order value below \$0.
4. Each of the referrer and the referred customer are free to cancel all or any of their Tangerine services at any time. However, if a customer cancels all their Tangerine services prior to all or any portion of the bill credit being applied to their account, they will forfeit any remaining bill credit provided under this offer.
5. The offer allows the referrer to receive one \$25 bill credit for each referred customer that signs up for a Tangerine nbn® or SIM-only mobile plan service and meets all of the other eligibility criteria.

6. Neither the referrer nor any referred customer will be eligible to receive this Offer if the referred customer fails to checkout using the referrer's unique referral code.
7. Self-referrals are not permitted. A customer cannot refer themselves, whether directly or indirectly, including through another account controlled by them.
8. Only one referral reward is available per genuinely new referred customer. A referred customer must not create or use multiple accounts, services or transactions to obtain additional referral discounts, and a referrer must not seek to obtain multiple bill credits in respect of the same individual. If Tangerine reasonably suspects that multiple accounts, services or transactions are being used to circumvent these Terms, Tangerine may invalidate the referral code and refuse, reverse or withhold any related discounts or bill credits.
9. Referral codes must only be shared by a referrer directly with personal contacts. Tangerine may invalidate referral codes without notice that have been published on coupon, discount, cashback, forums, affiliate or other promotional websites.
10. Tangerine reserves the right to refuse, reverse or withhold any discount or bill credit where it reasonably suspects a code has been used contrary to these terms and conditions including, fraud, abuse, manipulation of the Offer, self-referrals, duplicate accounts or conduct inconsistent with the purpose or intended operation of the Offer.
11. The bill credits and/or discounts cannot be redeemed for cash or refunded.
12. The bill credits and/or discounts cannot be transferred to another account, person or party.
13. This offer may be cancelled, varied or withdrawn by Tangerine at any time on prior written notice. Changes will not affect rewards already earned in accordance with these terms and conditions before the effective date of the change.

If you have any questions about how this offer may apply to you, please contact us on 1800 211 112 or via live chat on our website.