

Sales Promotion Claim Process

Via a simple online claim process, consumers will be able to easily lodge their claim and redeem their purchase reward.

Making a claim

Claim URL: www.mybrivisrewards.com.au

1. Go to the appropriate URL listed above
2. Enter details of the purchase in the online form (including personal details which will be used to send out the iChoose prepaid Visa card)
3. Upload a copy of the receipt
4. Press submit

Receiving rewards

Customers will receive their reward approximately one month after submitting their claim. If their claim is rejected or sent to head office for approval, it may take slightly longer.

FAQ's

The below FAQ's can assist in handling consumer enquiries both during and after the promotion period ends. FAQ's for customers can also be found on each promotion claim site. If there is no answer relating to a customers complaint or query, please refer to the following slide for 212F contact details.

How long does it take for my claim to be approved?

- You should allow up to 60 days for your claim to be approved and your card to be sent to you.

Where will my Visa card be posted to?

- Your cashback Visa card will be posted to your nominated postal address as provided on the claim site.

How do I activate my Visa Card?

You can activate your card via ichoosegift.mycardplace.com

1. Click Login/Activate card to proceed
2. Enter your 16-digit card number and your 4 digit password. The password is based on your day and month of your birth date. (E.g. If it is 01 Jan 1980, the default password will be 0101).
3. Click on the Login button and follow any further onscreen instructions to activate your card
4. Please click on the 'Visa' tab on the menu when logged in for more information.

Why would a claim be rejected?

Common reasons that claims could be rejected are:

1. The invoice that has been uploaded does not match the information entered into the cashback claim site

2. The purchase has been made outside the eligible purchase dates as per the terms and conditions
3. Uploaded incorrect document. Occasionally warranties, quotes and photos or other images are uploaded by mistake
4. Store that the product is purchased from is not eligible within the promotion
5. Submitted twice, may be rejected if it is a duplicate claim

If you have any queries in relation to the promotion, you can contact the promotional company 212F via the email or phone number listed below. They are in Melbourne and are available from 9:00am – 5:00pm each business day.

Contact

Rinnai Rewards Phone: (03) 8620 7827

Rinnai Rewards Email: info@myrinnairewards.com.au