



## Terms and Conditions

Customer Advantage is the Brian Hilton Sydney Motor Group benefit program that rewards customers for their continued loyalty. This program is based on a point system encouraging customer satisfaction.

### Joining

Customer Advantage requires no joining fee. A purchase of any new or used vehicle from Sydney Motor Group automatically registers you as a member of the Customer Advantage. Customers that have not purchased a vehicle are welcome to join, simply by completing an application form located at Sales, Service or Parts departments or registering online at [sydneymotorgroup.com.au](http://sydneymotorgroup.com.au).

### Receiving Advantage Points

With every vehicle purchase the customer receives 50 advantage points. Members do not receive a percentage of the vehicle sale price nor do they earn points on accessories or aftermarket purchases that form part of the vehicle sale contract. Points are only earned on Sydney Motor Group Servicing and/or Parts & Accessories that are purchased after delivery of the vehicle has been taken. All purchases at Service or Parts & Accessories departments, customers will be entitled to 7.5% of the total invoice after GST in advantage points.

### How much are Advantage points worth

One (1) Advantage point = \$1.00 dollar

### Redeeming Advantage Points

If a customer would like to use their advantage points for a purchase or part payment on Servicing or Parts & Accessories they must notify the customer service representative at the time of transaction. No amount of points will be redeemable for cash. There is no other way in which points may be redeemed.

### Expiration of Advantage Points

A customer can lose their advantage points if their account has become inactive over a three (3) year period. Advantage points will expire when;

- There has been no purchase activity over the course of three (3) years
- No advantage points have been used during the past three (3) years
- No advantage points have been added during the past three (3) years

The expiration of points will only occur if there is a dormant account that has been inactive for the course of three (3) years.

### Spotters Reward

The Spotters Reward encourages existing customers to promote the Sydney Motor Group brand throughout the community. The spotters reward was established to reward our loyal customers for inviting their friends and family into the dealership. The reward consists of 100 advantage points to be added to the customers' existing Customer Advantage account. A customer can receive 100 Advantage points free through the 'Spotters Reward'. The spotters reward will only be given to those who have recommended a person or persons to our dealership and results in the purchase of a vehicle. The referred customer must be mentioned at the beginning of the sales process and an application will need to be completed by the salesperson no later than close of deal to be entitled for such points. The application will be processed upon delivery of the vehicle. The 100 advantage points are not redeemable for cash.

### Contact

Any queries or questions regarding the Customer Advantage Program please contact our Customer Advantage Team.

Email: [advantage@brianhilton.com.au](mailto:advantage@brianhilton.com.au) Phone: (02) 9398 7666

### Privacy Statement

The Customer Advantage Program adheres to the Privacy Statement signed by the customer at the time of purchase. If a member has any queries or concerns about the way the Dealer manages their information they should contact the Privacy Officer on (02) 9398 7666. Customers may cancel their membership at any time simply by contacting the Customer Advantage Team on (02) 9398 7666.

Please note: Fleet and Government vehicle purchasers as well as Fleet servicing customers and trade customers are not eligible for the Customer Advantage Program.