

# **Promotional Terms and Conditions**

By participating in the Promotion and/ or submitting a claim, you are agreeing to these Terms and Conditions.

Synology is providing the chance to claim cashback on specific Synology NAS units and Synology HAT3300 hard drives. The promotion will commence on 01.11.2023 and conclude on 22.12.2023 during which the claimant should make the product purchases. However, please note that the registration claim period begins on 01.12.2023 and ends on 31.01.2024. The claimant is eligible to submit their claim forms within this registration period.

## **1. The Promoter**

1.1. The Promoter is: Synology UK LTD, Unit 5 Danbury Court, Linford Wood East, Milton Keynes, Bucks, MK14 6PL.

## **2. The Promotion**

2.2. The title of the promotion is " Stash More, Cash More".

## **3. Key Conditions of the Promotion**

3.1. The Promotion is an offer by the Promoter, allowing you ("Claimant") to claim a cashback sum ("Reward") if you have purchased a "Qualifying Product" (listed in ANNEX 1) directly from a "Participating Retailer" during the period of 01.11.2023 and 22.12.2023. (the "Promotion Purchase Period").

3.2. Participating Retailers are listed in ANNEX 2 to these Terms and Conditions. Qualifying Products must be purchased directly from the Participating Retailer's online stores. Purchases from third party sites will not qualify.

3.3. The Reward value will range from £20 to £80 depending on the Qualifying Products purchased as detailed in ANNEX 1.

3.4. Claims cannot be submitted until 30 days has elapsed since the purchase date and all claims must be submitted online in accordance with Section 4 below between 01.12.2023 and 31.01.2024 (the "Promotion Claim Period").

3.5. The Reward will only be issued once a claim has been validated in accordance with Sections 4 and 5 below. Proof of purchase will be required, including verification of a valid product serial number for the Qualifying Product the claimant have purchased.

3.6. Under each reward, there are a few qualifying products (bundled products) to be purchased, and these products should be bought at the same time and listed on one receipt/invoice. For example, If the claimant wants to claim reward for the DS723+ with Synology HAT3300 drives, the claimant should make sure to buy all three items together in a single purchase. Both the DS723+ and the two Synology HAT3300 hard drives should be on the same receipt/invoice. If the DS723+ is on one receipt and the two hard drives are on a separate receipt/invoice, the claimant won't qualify for the Reward.

3.7. For each reward, the claimant must purchase Synology HAT3300 drives to qualify for the Reward. When buying these HAT3300 drives, the claimant should make sure that all the hard drives in each qualifying product bundle have the same capacity. For instance, if the claimant wants to claim the reward for the product bundle, DS723+ along with two Synology HAT3300 drives, the claimant should ensure that both hard drives purchased have the same capacity (e.g. two HAT3300-4T) to be eligible for the Reward.

3.8. The offer is limited to three (3) claims per household.

3.9. The claimant will receive their Reward via a bank transfer.

#### **4. Eligibility Requirements**

4.1. The Promotion is open to residents of the UK who are aged eighteen (18) or over.

4.2. No Reward can be claimed in respect of Qualifying Products which have been ordered, where that order has been subsequently cancelled. Similarly, no Reward can be claimed where the claimant has purchased a Qualifying Product but have subsequently returned the product. The claimant will not be permitted to claim a Reward until 30 days has elapsed since the purchase day.

4.3. Only purchases of Qualifying Products made directly from a Participating Retailer's online stores will be eligible for the Reward. For instance, where the Participating Retailer is Amazon, purchases will only qualify where Amazon is specifically listed as the seller of the Qualifying Product. The list of the participating retailers is detailed in ANNEX 2.

4.4. This offer cannot be used in conjunction with any other offers, promotions or voucher codes made by the Promoter or its Group which are running during the same period.

## 5. How to Claim

5.1. Claims can only be made online by completing the application form which will be made available at <https://synologycashback.sales-promotions.com/>. The claimant must wait for the Promotion Claim Period to commence before submitting the application form.

5.2. When making a claim, the claimant will be required to provide their full name, address, phone number, email address, Synology product serial number and purchase date for the Qualifying Product, as well as details of the Participating Retailer from whom the claimant purchased the product and proof of purchase.

5.3. Proof of purchase must be in the form of a copy of a valid receipt for the purchase of a Qualifying Product from a Participating Retailer during the Promotion Purchase Period and must include Participating Retailer name, Qualifying Product model code or name, date of purchase, and purchase price.

5.4. We also reserve the right to require the claimant to provide proof of their identity.

5.5. Claims will only be accepted where: (i) a claimant has purchased a Qualifying Product from a Participating Retailer during the Promotion Purchase Period; (ii) 30 days have elapsed since the Purchase Period before a claim is made; and (iii) a claimant has completed the online application form, providing all required information, including proof of purchase and a valid product serial number, during the Promotion Claim Period.

5.6. Once a completed application form has been received by the Promoter, the claimant will receive a confirmation of receipt by email.

5.7. The Promoter may then take steps to verify the purchase included in the claim.

5.8. Where a claim can be verified, the claimant will be notified by email. A bank transfer will be made to the claimant's bank account within 28 days of verification, using the account details provided by the claimant.

5.9. Where a claim is rejected or cannot be verified, the claimant will be notified by email. Where missing information is needed to verify the claim, the claimant will be given a reasonable opportunity to provide the missing information but, in all cases, any missing information must be provided by no later than 15.02.2024 (" Last Validation Date").

5.10. Where the Promoter has reason to believe that a Cashback has been claimed fraudulently or in breach of the requirements detailed in these Terms and Conditions it reserves the right to cancel or suspend any rewards issued.

5.11. The Promoter cannot accept responsibility in circumstances where Rewards are issued in error (e.g., to the wrong bank account) where the claimant have provided incorrect or out of date information on submitting the claim.

5.12. For assistance with claim applications, claimants should visit the customer online tracking system at <https://customers.sales-promotions.com/> to check the status of their claims. Personal login details to access the customer online tracking system will be provided during the claim registration stage. Additionally, they can send all their queries to [synology@promotion-support.com](mailto:synology@promotion-support.com).

## **6. General Conditions**

6.1. The Promoter will not accept responsibility for claim applications which do not reach the Promoter, as a result of any equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind, except in cases of negligence, fault or deliberate act or omission of the Promoter or its agents.

6.2. The Promoter will not accept responsibility for any claim applications which are rejected or cannot be verified within the required timeframes or for any other issues, due to the provision by a claimant of incorrect or incomplete information or contact details.

6.3. The Promoter reserves the right to carry out investigations and/ or take such other action as may be reasonable under the circumstances, to protect itself from fraudulent and/ or invalid claims, including (without limitation), by requesting claimants to provide additional information and/ or documentation in support of their claim and/ or by seeking verify and or validate information and/ or documentation provided with relevant third parties (including retailers). The Promoter reserves the right to reject any claims which (in its reasonable opinion) may be fraudulent or invalid. Where the Promoter has reasonable grounds to believe that a fraudulent or invalid claim has been made, the Promoter reserves the right to refer the matter to any applicable law enforcement authorities.

6.4. This promotion and these Terms and Conditions do not affect the claimant's statutory rights. Faulty and defective products can be returned to the retailer for a replacement or refund, as provided for, and in accordance with, the laws in force in the country of purchase.

## **7. Data Protection**

7.1. The Promoter is the controller for all personal information collected via the claim portal at <https://synologycashback.sales-promotions.com/> and included in Promotion claims. The Promoter will only process the claimant's personal information for the purposes of running the Promotion, verifying, handling, and fulfilling claims, dealing with disputes, investigating fraud and invalid claims and (if the claimant consent) for marketing purposes.

7.2. The Promoter uses the services of Benamic Ltd, located at IDA Business and Technology Park, Ring Road, Kilkenny, Ireland (acting as a data processor) as a fulfilment agency to assist it in administering the Promotion and verifying and fulfilling claims in accordance with these Terms and Conditions.

7.3 Transfermate Limited, located at IDA Business & Technology Park, Ring Road, Kilkenny, Ireland, will also receive the claimant's personal data to facilitate the issuance of cashback rewards as part of the Promotion. Transfermate Limited is a third-party supplier used by Benamic, serving as a data sub-processor.

7.4. Please refer to our Privacy Policy at [https://www.synology.com/en-uk/company/legal/terms\\_EULA](https://www.synology.com/en-uk/company/legal/terms_EULA) for further information as to how the Promoter will process the claimant's personal information.

## 8. General

8.1. If there is any reason to believe that there has been a breach of these terms and conditions, the Promoter reserves the right, at its sole discretion, to exclude the claimant from participating in the Promotion (or any similar future promotions) or from submitting claims or using the claims portal.

8.2. The Promoter reserves the right to suspend or cancel the Promotion and/ or to amend these Promotion Terms and Conditions at any time where (in its reasonable discretion) it considers it to be desirable or necessary to do so or where this is necessary due to circumstances beyond its reasonable control.

8.3. These Terms and Conditions shall be governed by English law, and the parties submit to the non-exclusive jurisdiction of the courts of England and Wales.

These Terms and Conditions were last updated on 28.10.2023.

### ANNEX 1

#### QUALIFYING PRODUCTS\*

	<b>Qualifying Products</b>	<b>Cashback Amount</b>
<b>Bundle 1</b>	DS1522+ with 5 Synology HAT3300 drives (4TB, 6TB, 8TB, or 12TB)	£80
<b>Bundle 2</b>	DS723+ with 2 Synology HAT3300 drives (4TB, 6TB, 8TB, or 12TB)	£40
<b>Bundle 3</b>	DS223 with 2 Synology HAT3300 drives (4TB, 6TB, 8TB, or 12TB)	£20
<b>Bundle 4</b>	DS223J with 2 Synology HAT3300 drives (4TB, 6TB, 8TB, or 12TB)	£20

\*Important Note: drives in each bundle purchased must be of the same capacity\*

## **ANNEX 2**

### **PARTICIPATING RETAILERS\***

1. Amazon UK
2. Broadband Buyer
3. Scan
4. Box
5. E-Buyer

\*Important Note: Qualifying Products must be purchased directly from the Participating Retailer's online stores. Purchases (even from Participating Retailers) via third party sites (such as eBay) will not qualify. Where the Participating Retailer is Amazon.co.uk purchases will only qualify where Amazon is specifically listed as the seller of the Qualifying Product. \*