Roland TD-02K Cashback Promotion

Terms and Conditions

Schedule

Promotion:	Roland TD-02K Cashback Promotion 2026 ("the Promotion")
Promoter:	Roland Corporation Pty Ltd, ABN 33 001 359 002, 38 Campbell Avenue, Dee Why NSW 2099
Website:	https://www.roland.com/au/
Eligible States/Territories:	National
Promotional Period:	Starts 9:00am AEDT, 16 November 2026. Ends 11:59pm AEDT, 31 December 2026. Purchases made outside the Promotion Period are not eligible for this Promotion.
Claim Deadline:	All redemptions including purchase receipt must be submitted no later than 11:59pm AEDT on 15th January 2027.
Eligible Product:	Roland TD-02K (No other Roland or BOSS product is eligible.)
Cashback Amount:	$100 (inclusive of GST) per eligible product
Claim Page:	Roland Promotional Website https://redeem.rolandcorp.com.au/?n=TD02KCashback
Claim Enquiries:	rca.customerservice@roland.com or (02) 9982 8266
Layby & Payment Plan claim deadline:	Within 15 days of the date of final payment, and in all cases no later than 11:59pm AEDT on 15 January 2027.
Rental claim deadline:	Within 15 days of the date ownership passes to the renter, and no later than 11:59pm AEDT on 15 January 2027.

1. Acceptance of these terms

1.1 By submitting a claim, the claimant agrees to be bound by these Terms and Conditions and by the Promoter's privacy policy, available at https://www.roland.com/au/company/roland_australia_policies/

1.2 Capitalised terms have the meaning given to them in the Schedule.

2. Promotion Period

2.1 To be eligible, an Eligible Product must be purchased during the Promotion Period as set out in the Schedule.

2.2 Purchases made before the start or after the end of the Promotion Period are not eligible, regardless of when the claim is submitted.

3. Eligible claimants

3.1 The Promotion is open to Australian residents and to organisations located in Australia.

3.2 Schools, education providers, churches, places of worship, community organisations, government bodies, businesses and other institutions are eligible to claim under this Promotion. Where the claimant is an organisation, the claim must be submitted by a person authorised to act on its behalf, and the cashback will be issued in the name of the organisation.

3.3 Claimants under the age of 18 must have the approval of a parent or legal guardian to submit a claim.

3.4 The Promotion is open to end users only. Purchases made for the purpose of resale, and purchases made on a trade, wholesale or dealer account, are not eligible.

3.5 Employees of the Promoter, and their immediate family members, are not eligible to claim. "Immediate family member" means a spouse, de-facto partner, former spouse, child or step-child (whether natural or adopted), parent, step-parent, grandparent, sibling or step-sibling.

4. Eligible purchases

4.1 An eligible purchase is a purchase of a new Eligible Product from an authorised Australian Roland & BOSS dealer, including that dealer's own online store, made during the Promotion Period.

4.2 The following are **not** eligible purchases:

(a) purchases from any seller that is not an authorised Australian Roland & BOSS dealer

(b) second-hand, refurbished, reconditioned, damaged-stock or clearance-return product;

(c) product not originally supplied for sale in Australia by the Promoter, including parallel-imported or "grey import" product;

(d) purchases made outside Australia.

4.3 To confirm your nearest authorised Roland & BOSS dealer, contact the Roland Customer Service Team at rca.customerservice@roland.com or on (02) 9982 8266.

4.4 The Eligible Product must be paid for in full before a claim can be submitted. Purchases made using interest-free finance, buy-now-pay-later services or other consumer credit arrangements are eligible on the standard timeline set out in clause 6, because the dealer receives payment in full at the time of sale. Layby and payment plan purchases held by the dealer are covered by clause 7. Rental purchases are covered by clause 8.

4.5 This offer cannot be used in conjunction with any other Roland Corporation Australia cashback, rebate or redemption offer on the same product.

5. Cashback amount

5.1 Successful claimants will receive the cashback amount shown in the Schedule for each Eligible Product purchased.

5.2 The cashback amount is inclusive of GST and is paid in Australian dollars.

6. How to claim

6.1 Subject to clauses 7 and 8, eligible claimants who purchase an Eligible Product outright (including by using an eligible finance or buy-now-pay-later arrangement) must submit a claim within 15 days of the date of purchase, and in any event no later than the Claim Deadline specified in the Schedule. Claims must be submitted online via the Claim Page and must include a copy of the original receipt or tax invoice as proof of purchase.

6.2 The claim form must be completed in full and must include:

(a) first name and last name (or organisation name and the name of the authorised representative);

(b) email address and contact phone number;

(c) postal address;

(d) place of purchase;

(e) date of purchase and purchase price; (or, for rental claims, the date ownership transferred to the renter);

(f) product model and product serial number; and

(g) proof of purchase or, for rental claims, the documentation specified in clause 8.5.

6.3 A claim is taken to be received at the time it is received by the Promoter, not at the time it is submitted or transmitted by the claimant. The Promoter's records are conclusive as to the time of receipt.

6.4 Claims submitted after the applicable claim deadline in the Schedule will not be accepted.

7. Layby and payment plan purchases

7.1 Layby and payment plan purchases held by an authorised Australian Roland & BOSS dealer are eligible for this Promotion, provided the layby or payment plan was commenced during the Promotion Period — that is, the initial deposit was paid between 9:00am AEDT on 16 November 2026 and 11:59pm AEDT on 31 December 2026.

7.2 No cashback is payable on a layby or payment plan until it has been paid in full and the Eligible Product has been collected or delivered. Claims submitted before final payment will be rejected. The claimant may submit a new claim once the layby or payment plan has been completed.

7.3 For layby and payment plan purchases, the claim must be submitted within 15 days of the date of final payment, and in all cases no later than the layby & payment plan claim deadline in the Schedule.

7.4 In addition to the information and documentation requirements in clauses 6.2 and 6.3, a layby or payment plan claimant must provide a copy of the layby or payment plan agreement showing the date it was commenced, and a receipt or dealer statement confirming that the balance has been paid in full.

8. Rental purchases

8.1 Eligible Products acquired through a rental agreement with Studio 19 Rentals (The Polygon Group Pty Ltd, ABN 98 066 641 325) ("the Rental Partner") are eligible for this Promotion, subject to this clause 8.

8.2 The rental agreement must have been approved by the Rental Partner and commenced during the Promotion Period and must relate to a new Eligible Product supplied through the Rental Partner.

8.3 A renter may submit a cashback claim once ownership of the Eligible Product has transferred to the renter, provided all other applicable claim requirements are met.

8.4 The claim must be submitted within 15 days of the date ownership passes to the renter, and in all cases no later than the rental claim deadline in the Schedule.

8.5 In addition to the information and documentation requirements in clauses 6.2 and 6.3, a rental claimant must provide a copy of the rental agreement and a payout statement or written confirmation of ownership transfer issued by the Rental Partner, identifying the Eligible Product and its serial number.

8.6 Claims may only be made by the end user named on the rental agreement. The Rental Partner, its related entities and its employees may not claim under this Promotion, and no claim may be made in respect of an Eligible Product that remains part of a rental fleet.

8.7 Only one cashback is payable in respect of any individual Eligible Product. Where a cashback has already been paid in respect of a particular serial number, no further claim may be made in respect of that unit by any person.

9. Claim limits

9.1 One cashback is payable per Eligible Product purchased.

9.2 A maximum of one claim may be made by any one individual claimant.

9.3 Organisations claiming under clause 3.2 may claim in respect of each Eligible Product purchased. Organisations wishing to claim in respect of a larger quantity should contact the Promoter before purchase.

9.4 Only one claim may be made per sales receipt line item, and no claim may be made twice in respect of the same serial number.

10. Proof of purchase

10.1 Proof of purchase is an original or copied sales receipt or tax invoice that clearly shows the store of purchase, the Eligible Product purchased, the purchase price and the date of purchase. For rental claims, the documentation specified in clause 8.5 will be accepted as proof of the Eligible Product and transfer of ownership.

10.2 Where the claimant cannot provide a clear and legible copy or photograph of the proof of purchase, the Promoter may deem the claim invalid.

10.3 Claimants must retain their proof of purchase and produce it if requested by the Promoter at any time. Where a claimant fails to produce proof of purchase on request, the Promoter may invalidate that claim and any other claim submitted by that claimant.

10.4 Claimants should keep copies of all material submitted. Anything submitted becomes the property of the Promoter and will not be returned.

11. Payment of the cashback

11.1 Cashback will be paid by way of a Digital Visa Gift Card, which will be emailed to the email address provided on the claim form within 3 weeks of a valid claim being received.

11.2 Cashback will be paid to the person or organisation named on the claim form. Claims must be submitted by the claimant or, in the case of an organisation, by a person authorised to act on its behalf. Where there is a dispute as to the identity or authority of a claimant or representative, the Promoter will determine the matter acting reasonably.

11.3 It is the claimant's responsibility to provide a correct and valid email address on the claim form and to ensure that the email address is able to receive the digital gift card. The Promoter is not responsible for digital gift cards that cannot be delivered due to an incorrect, invalid or inaccessible email address provided by the claimant.

11.4 The Promoter is not responsible for claims that are lost, delayed or misdirected in transmission.

11.5 The cashback is not exchangeable or transferable and may not be redeemed for any other product or benefit, unless agreed by the Promoter in writing.

11.6 Digital Visa Gift Cards have an expiry period of 1 year from the date of issue. The expiry date is printed on the back of the card wallet and on the front of the card in the digital wallet. Cards expire at the end of the month shown. After the expiry date has passed, the cardholder will not be able to use the card, and any remaining balance will be forfeited. No notice will be given that the card is due to expire.

12. Incomplete or incorrect claims

12.1 Where a claim is incomplete or contains incorrect information, the Promoter will notify the claimant using the contact details supplied. The claimant will have 14 days from the date of that notification to correct and resubmit the claim.

12.2 A claim that is not corrected within that 14-day period may be deemed invalid.

12.3 Claims that are indecipherable, illegible or that do not comply with these Terms and Conditions may be deemed invalid at the Promoter's discretion.

13. Returns, refunds and cancelled purchases

13.1 Where an Eligible Product is returned, refunded or the purchase otherwise cancelled after a claim has been submitted but before the cashback has been paid, the claimant's right to the cashback is forfeited and the claimant must notify the Promoter in writing.

13.2 Where an Eligible Product is returned, refunded or the purchase otherwise cancelled after a cashback has been paid, the claimant must notify the Promoter in writing and repay the cashback in full within 30 days.

13.3 Clauses 13.1 and 13.2 apply equally to a layby or payment plan that is cancelled, refunded or forfeited, and to a rental agreement that is cancelled or reversed or where the Eligible Product is returned.

13.4 Nothing in this clause 13 affects a claimant's rights under the Australian Consumer Law.

14. Verification

14.1 The Promoter may at any time validate and check the authenticity of a claim and a claimant's details, including identity, age, residence and place of purchase, and may request further supporting documentation.

14.2 Where a claimant cannot provide the verification reasonably required, the claim will be invalid and no substitute will be offered.

14.3 The use of automated claim software or any other means of submitting claims automatically or repeatedly is prohibited and may render all claims by that person invalid.

14.4 The Promoter may recover the value of any cashback paid on a claim later found to be fraudulent or otherwise invalid. Fraudulent claims may be reported to the relevant authorities and may be prosecuted under applicable Australian law.

15. The Promoter's rights

15.1 If for any reason any aspect of this Promotion cannot run as planned — including as a result of technical failure, computer virus, communications network failure, tampering, unauthorised intervention, fraud, or any other cause beyond the Promoter's reasonable control — the Promoter may cancel, terminate, modify or suspend the Promotion and invalidate any affected claims, subject to any applicable law.

15.2 Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.

16. Disputes

16.1 Where there is a dispute concerning the conduct of the Promotion or a claim, the Promoter will seek to resolve the dispute in direct consultation with the claimant. If the dispute cannot be resolved, the Promoter's decision, acting reasonably, will be final.

17. Liability

17.1 To the extent permitted by law, the Promoter is not liable for any loss, expense, damage, personal injury or death suffered in connection with this Promotion or with accepting or using a cashback, except to the extent the Promoter has caused or contributed to it.

17.2 To the extent permitted by law, the Promoter is not liable for any delay or failure by a third party in delivering or processing the cashback.

17.3 Nothing in these Terms and Conditions limits any liability that cannot be excluded by law.

18. Privacy

18.1 The Promoter collects personal information from claimants in order to conduct this Promotion and to process and pay claims.

18.2 Personal information will be stored on the Promoter's database and may be disclosed to the Promoter's related entities, contractors, agents and service providers for the purpose of conducting the Promotion.

18.3 If a claimant does not provide the information requested, the Promoter may be unable to process their claim.

18.4 The Promoter may send claimants communications relating to the status and administration of their claim.

18.5 The Promoter handles personal information in accordance with the *Privacy Act 1988* (Cth) and its privacy policy, available at https://www.roland.com/au/company/roland_australia_policies/, which explains how to access or correct personal information and how to make a privacy complaint.

19. Tax

19.1 The Promoter accepts no responsibility for any tax implications arising from a cashback. Claimants should seek their own independent financial or taxation advice.

20. Australian Consumer Law

20.1 Nothing in these Terms and Conditions restricts, excludes or modifies, or purports to restrict, exclude or modify, any statutory consumer rights under any applicable law, including the *Competition and Consumer Act 2010* (Cth). Any warranty or guarantee given is in addition to those statutory rights.

21. Governing law

21.1 These Terms and Conditions are governed by the laws of New South Wales, and the parties submit to the non-exclusive jurisdiction of the courts of that state.