

# Motor Scout × NRMA Voucher Offer – Terms & Conditions

## 1. Promoter

This promotional offer is issued by Motor Scout Pty Ltd (“Motor Scout”) in partnership with NRMA (“NRMA”).

## 2. Nature of Offer

This offer is a marketing attribution-based promotional incentive and is not a membership benefit, entitlement program, or guaranteed reward.

## 3. Offer

Eligible customers will receive a \$100 AUD digital voucher following completion of an Eligible Vehicle Purchase through Motor Scout.

Vouchers are issued as follows:

- Ampol voucher: all non-electric vehicles, including internal combustion engine and hybrid vehicles
- Chargefox voucher: battery electric vehicles (BEV only)

Vehicle classification is determined by Motor Scout acting reasonably and in good faith based on manufacturer specifications available at time of processing.

## 4. Definitions

“**Initial Enquiry**” means the first recorded customer interaction submitted through Motor Scout’s digital systems.

“**UTM Data**” means campaign tracking parameters embedded in referral URLs and captured upon entry into Motor Scout’s systems.

“**CRM Record**” means the stored record of UTM Data and associated customer interaction data within Motor Scout’s CRM, which constitutes the system of record for attribution purposes.

**“Eligible Customer”** means a customer whose Initial Enquiry generates valid UTM Data that is successfully captured and recorded in Motor Scout’s CRM.

**“Eligible Vehicle Purchase”** means a vehicle purchase that is completed through Motor Scout, delivered to and accepted by the customer, and fully paid for with cleared funds received by Motor Scout from the dealership associated with the customer’s vehicle purchase.

**“Voucher”** means a \$100 AUD digital promotional voucher redeemable with Ampol or Chargefox depending on vehicle type.

## **5. Attribution & System of Record**

Eligibility is determined solely by UTM Data captured at the time of Initial Enquiry and recorded within Motor Scout’s CRM.

The CRM Record constitutes the sole system of record for attribution purposes.

Motor Scout does not manually reconstruct or override attribution outside of CRM-recorded UTM Data except as permitted under these Terms.

## **6. Tracking Limitations & Risk Allocation**

The customer acknowledges that eligibility is dependent on successful capture and recording of UTM Data.

Motor Scout is not responsible for failure to capture or record UTM Data or CRM Records arising from ad blockers, tracking prevention tools, browser privacy settings, cookie restrictions, consent settings, device limitations, network interruptions, or third-party platform interference.

Where UTM Data is not successfully captured and recorded in the CRM, the customer may be deemed ineligible for this offer.

## **7. Eligibility Criteria**

A customer is eligible only where all of the following conditions are satisfied:

- (a) UTM Data is successfully captured at Initial Enquiry
- (b) UTM Data is recorded in Motor Scout’s CRM
- (c) An Eligible Vehicle Purchase is completed in full

Motor Scout’s CRM Record is final and determinative for eligibility purposes.

## **8. Voucher Issuance & Delivery**

Subject to eligibility confirmation, Motor Scout will issue the Voucher.

Vouchers are issued electronically and sent to the email address recorded in the customer's Motor Scout profile at the time of issuance.

Customers are solely responsible for maintaining accurate contact details. Motor Scout is not responsible for non-receipt of Vouchers due to incorrect or outdated contact information.

Issuance of the Voucher constitutes full and final discharge of Motor Scout's obligations in relation to this offer.

## **9. Timing**

Vouchers will generally be issued within 90 days following vehicle delivery and acceptance, confirmation of cleared funds from the dealership, and CRM-based eligibility validation.

Timeframes are indicative only and not of the essence.

## **10. Merchant Terms, Expiry & Redemption**

Voucher redemption is subject to the terms and conditions of the relevant merchant.

Ampol vouchers apply to non-electric vehicles. Chargefox vouchers apply to electric vehicles.

Voucher expiry dates are determined solely by the relevant merchant.

Motor Scout is not responsible for voucher expiry, redemption availability, merchant system outages, refusal of acceptance, or changes to merchant terms.

## **11. Ineligible Transactions**

No Voucher will be issued where the vehicle purchase is cancelled, refunded, or not completed; the vehicle is not delivered and accepted; cleared funds are not received by Motor Scout from the dealership associated with the purchase; no UTM Data is captured and recorded in the CRM; or fraud, manipulation, or system interference is reasonably suspected.

## **12. Fraud, Manipulation & System Integrity**

Motor Scout may invalidate or reject any CRM Record where it reasonably suspects fraud, manipulation of tracking systems, artificial or duplicate enquiries, or abnormal tracking behaviour.

Motor Scout's determination is final for the purposes of this clause.

## **13. NRMA Disclaimer**

NRMA does not verify eligibility, does not determine attribution, is not responsible for voucher issuance, and has no operational role in administration of this offer.

## **14. Privacy**

Motor Scout and NRMA comply with the Privacy Act 1988 (Cth) and Australian Privacy Principles. Personal information is collected and used solely for administration of this offer, including attribution tracking, eligibility validation, and voucher issuance.

## **15. Verification**

Motor Scout may verify eligibility, CRM Records, purchase status, and payment confirmation at any time prior to voucher issuance and may suspend issuance pending verification.

## **16. Dispute Resolution**

In the event of any dispute relating to this offer, including eligibility, attribution, or Voucher issuance, the customer must first contact Motor Scout at [enquiries@motorscout.com.au](mailto:enquiries@motorscout.com.au).

Motor Scout will review disputes using CRM Records, UTM Data, transaction data, and any reasonably available supporting evidence.

Motor Scout's determination following review is final for the purposes of administering this offer, except where prohibited by law.

The parties agree to act in good faith to resolve disputes prior to commencing formal proceedings. Nothing in this clause limits rights under the Australian Consumer Law.

## **17. Variation & Termination**

This offer commences in May 2026.

Motor Scout and NRMA may amend, suspend, or terminate this offer at any time at their discretion, subject to applicable law.

## **18. Liability**

To the maximum extent permitted by law, Motor Scout and NRMA exclude all liability for any loss, damage, cost, or expense arising from participation in this offer.

## **19. General**

These Terms constitute the entire agreement relating to this offer. Participation constitutes acceptance of these Terms. These Terms are governed by the laws of New South Wales, Australia.