



Transforming Spaces

“WIN AN UPGRADE 2026” PROMOTION

TERMS AND CONDITIONS

1. Information on how to enter and the prizes form part of these Terms and Conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions.
2. Entry is only open to Australian and New Zealand residents aged 18 years or over who own and reside in their property. Individuals who rent/lease their property or reside in a home that they do not own or that they are unable to make upgrades to are ineligible to participate. For clarity, homes (including houses, townhouses and units) that require approval from strata or body corporate committees are also deemed ineligible.
3. Entrants must have all rights, permissions and consents necessary to allow the Promoter and its nominated suppliers to inspect the property and, if the entrant is a winner, remove the existing skylight or acrylic dome and supply and install the prize at the property.
4. Employees (and their immediate families) of the Promoter and agencies associated with this promotion are ineligible to enter. Immediate family means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin.
5. Promotion commences on 19 October 2026 and final entries close at 11:59pm AEDT on 29 November 2026 (“**Promotional “Period”**”).
6. To be eligible to enter, individuals must undertake the following steps during the Promotional Period:
 - a) take an original photo of their existing skylight or acrylic dome (“**Photo**”);
 - b) follow @VELUXANZ on Instagram;
 - c) visit www.velux.com.au/campaign/win-an-upgrade (AU) or www.velux.co.nz/campaign/win-an-upgrade (NZ) and follow the prompts to the promotion entry page;
 - d) input the requested details (including their full name, postcode, email address, telephone number, Instagram handle and any other requested information);
 - e) Provide an answer to the question “**Why you would love to upgrade your existing skylight/dome?**” in 25 words or less;
 - f) upload their Photo(s) when prompted; and then
 - g) submit the fully completed online entry form.
7. The Promoter reserves the right, at any time, to verify the validity of entries and entrants (including an entrant's identity, age, place of residence, home ownership, property address, Instagram account and existing skylight or acrylic dome) and reserves the right, in its sole discretion, to disqualify any individual who the Promoter has reason to believe has breached any of these Terms and Conditions, tampered with the entry process or engaged in any unlawful or other improper misconduct calculated to jeopardise fair and proper conduct of the promotion. Errors and omissions may be accepted at the Promoter's discretion. Failure by the Promoter to enforce any of its

rights at any stage does not constitute a waiver of those rights. The Promoter's legal rights to recover damages or other compensation from such an offender are reserved.

8. Incomplete, indecipherable or illegible entries will be deemed invalid.
9. Only one (1) entry is permitted per person. For clarity, if an entrant has multiple skylight or acrylic domes within their home, they may submit an additional, optional photo within their one (1) entry.
10. The judging will take place at the Promoter's office. The judges may select additional reserve entries which they determine to be the next best, and record them in order, in case of an invalid entry or ineligible entrant or if a selected entrant is unable to accept a prize. The winners will be notified in writing by email. This is a game of skill and chance plays no part in determining the winners. Each entry will be individually judged based on the merit of the existing skylight/dome and the originality and reason behind why they would love to upgrade their existing skylight/dome.
11. The Promoter's decision is final and no correspondence will be entered into.
12. The best eight (8) valid entries, as determined by the judges, will each win a VELUX skylight replacement valued at up to AU\$3,000 (or the New Zealand dollar equivalent for a New Zealand winner). Each prize involves the replacement of the winner's existing skylight or acrylic dome with a VELUX skylight, including standard installation, as determined by the Promoter and its nominated supplier in their absolute discretion ("**Prize**").
13. The actual value and specifications of each Prize will vary depending on the existing skylight or acrylic dome, the VELUX product selected by the Promoter, the installation requirements and the winner's property. A winner will not receive the difference between the actual value of their Prize and the maximum stated prize value.
14. Each Prize is subject to an inspection and assessment of the winner's property by the Promoter and/or its nominated supplier. The Promoter and/or its nominated supplier will determine, in their absolute discretion, whether the property and existing skylight or acrylic dome are suitable for replacement and the VELUX product and installation method to be provided.
15. The Prize includes only the VELUX skylight and standard removal and disposal of the existing skylight or acrylic dome and standard installation of the replacement VELUX skylight. Unless expressly confirmed in writing by the Promoter, the Prize does not include structural works, roof repairs, internal or external finishing, painting, plastering, electrical works, blinds, accessories, scaffolding, crane hire, traffic management, permits, approvals, engineering, hazardous material removal (including asbestos), rectification of pre-existing defects, or any other non-standard or ancillary work.
16. Any costs exceeding the maximum Prize value, or any costs for work or items not included in the Prize, are the responsibility of the winner. The Promoter or supplier will advise the winner if additional work or costs are required. The winner may elect to pay those additional costs directly to the supplier, subject to the supplier's agreement, or forfeit the Prize.
17. The winner must provide safe and reasonable access to the property and satisfy any reasonable site, safety, technical and installation requirements notified by the Promoter or supplier. The winner is responsible for obtaining any required council or other third-party approvals before installation.

18. The make, model, size, glazing, finish, installation method and all other specifications of the replacement VELUX skylight will be determined by the Promoter and/or supplier, having regard to suitability, availability and the maximum prize value. No change of property or cash alternative is permitted.
19. The Prize must be installed by 29 April 2027 and is subject to supplier availability, suitable weather and site conditions. Installation dates will be arranged by the Promoter or supplier in consultation with each winner, but the Promoter and supplier do not guarantee the winner's preferred date.
20. If the Promoter or supplier determines that a winner's property is unsuitable, unsafe, cannot be accessed, or requires works that cannot reasonably be completed within the maximum prize value, the Promoter may, in its discretion, award the Prize to the next best valid entry selected as a reserve entry. The affected winner will not receive cash or another benefit in lieu.
21. Each winner acknowledges that installation may cause temporary disruption and minor cosmetic impacts reasonably associated with removal and replacement. Nothing in this clause limits any rights or remedies that cannot lawfully be excluded.
22. The Prize is subject to the standard terms, conditions and warranties of the relevant product manufacturer and installer.
23. If for any reason a winner does not take or redeem a Prize (or an element of a Prize) by the time stipulated by the Promoter, then the Prize (or that element of the Prize) will be forfeited.
24. If any Prize (or part of any Prize) is unavailable, the Promoter, in its discretion, reserves the right to substitute the Prize (or that part of the Prize) with a prize of equal value and/or specification.
25. Total prize pool value is up to AU\$24,000.
26. Prizes, or any unused portion of a Prize, are not transferable or exchangeable and cannot be taken as cash, unless otherwise specified.
27. In addition to any other consent given under these Terms and Conditions, Winners agree to participate in promotional activities as requested by the Promoter, including without limitation a testimonial and/or Q&A style interview about their experience with the Prize. Winners consent to the Promoter (and its agents) recording such promotional activities in any form (including photograph, film, audio and written notes) and using, editing and publishing those materials together with their name, likeness, image, voice, suburb and State/Territory/region of residence in any media for an unlimited period without further remuneration for the purpose of promoting this promotion (including any outcome) and promoting the Promoter's products and services.
28. The winner acknowledges and agrees that the Promoter may:
 - a) request information from the winner reasonably required to assess the characteristics and value of the winner's property (for example, approximate floor area, property type, number of rooms and any prior renovations) and may obtain or commission one or more independent or internal valuations of the property before and/or after installation of the Prize;
 - b) use the information and valuations referred to in paragraph (a), together with images, video footage, piece-to-camera video testimonials, recorded interviews, written testimonials and other testimonial material collected under these Terms

- and Conditions, to analyse and document the impact of skylights on property value and related benefits;
- c) use such information, valuations, images, footage and testimonial material to create and publish case studies, editorials, research summaries and other promotional or public relations materials in any media (including online, print, social media, point-of-sale and trade publications) in Australia, New Zealand and overseas, for an unlimited period, without further remuneration to the winner;
 - d) request the winner sign any additional documentation as part of accepting the Prize, in the form provided by the Promoter.
29. Entrants agree that they are fully responsible for any materials they submit via the promotion including but not limited to comments, recordings and images (“**Content**”). The Promoter shall not be liable in any way for such Content to the full extent permitted by law. The Promoter may remove or decline to publish any Content without notice for any reason whatsoever. Entrants warrant and agree that:
- (a) they will not submit any Content that is unlawful or fraudulent, or that the Promoter may deem in breach of any intellectual property, privacy, publicity or other rights, defamatory, obscene, derogatory, pornographic, sexually inappropriate, violent, abusive, harassing, threatening, objectionable with respect to race, religion, origin or gender, not suitable for children aged under 15, or otherwise unsuitable for publication;
 - (b) their Content shall not contain viruses or cause injury or harm to any person or entity;
 - (c) they will obtain prior consent from any person or from the owner(s) of any property that appears in their Content;
 - (d) they will obtain full prior consent from any person who has jointly created or has any rights in the Content to the uses contemplated by these Terms and Conditions, and the Content does not infringe the rights of any third party;
 - (e) they consent to any use of the Content which may otherwise infringe the Content creator's/creators' moral rights pursuant to the *Copyright Act 1968* (Cth) and warrant that they have the full authority to grant these rights; and
 - (f) they will comply with all applicable laws and regulations, including without limitation, those governing copyright, content, defamation, privacy, publicity and the access or use of others' computer or communication systems.
- Without limiting any other terms herein, the entrant agrees to indemnify the Promoter for any breach of the above terms.
30. As a condition of entering this promotion, each entrant licenses and grants the Promoter, its affiliates and sub-licensees a non-exclusive, royalty-free, perpetual, worldwide, irrevocable and sub-licensable right to use, reproduce, modify, adapt, publish and display their entry (including Content) for any purpose, including future promotional, marketing or publicity purposes, in any media, without compensation, restriction on use, attribution or liability.
31. If this promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, including but not limited to technical difficulties, unauthorised intervention or fraud, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law (a) to disqualify any entrant; or (b) to modify, suspend, terminate or cancel the promotion, as appropriate.
32. Any cost associated with accessing the promotional website or Instagram is the entrant's responsibility and is dependent on the Internet service provider used.

33. An Instagram account is required to enter. Entrants are responsible for ensuring their privacy settings permit the Promoter to view and verify their entry. The promotion is in no way sponsored, endorsed, administered by or associated with Instagram or Meta. Entrants release Instagram and Meta from all liability arising in connection with the promotion, to the extent permitted by law. Any questions, comments or complaints about the promotion must be directed to the Promoter and not Instagram or Meta.
34. Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Act (Cth), as well as any other implied warranties under the ASIC Act (Cth) or similar consumer protection laws in the States and Territories of Australia or any statutory consumer guarantees as provided under consumer protection laws in New Zealand ("**Non-Excludable Guarantees**"). Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the promotion.
35. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) is not responsible for and excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any entry or prize claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any variation in prize value to that stated in these Terms and Conditions; (e) any tax liability incurred by a winner or entrant; or (f) use of a Prize.
36. The Promoter collects personal information ("**PI**") in order to conduct the promotion and may, for this purpose, disclose such PI to third parties, including but not limited to agents, contractors, service providers and prize suppliers. Entry is conditional on providing this PI. The Promoter will also use and handle PI as set out in its Privacy Policy, which can be viewed at <https://www.velux.com.au/our-company/privacy-policy>. In addition to any use that may be outlined in the Promoter's Privacy Policy, the Promoter may, for an indefinite period, unless otherwise advised, use the PI for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the entrant. The Privacy Policy also contains information about how entrants may opt out, access, update or correct their PI, how entrants may complain about a breach of the Australian Privacy Principles or any other applicable law and how those complaints will be dealt with. All entries become the property of the Promoter. The Promoter may disclose entrant's personal information to any entity outside of Australia, see the Promoter's Privacy Policy for details.
37. The laws of Australia apply to this promotion to the exclusion of any other law. Entrants submit to the exclusive jurisdiction of the courts of Australia.
38. The Promoter is Velux Australia Pty Ltd (ABN 68 001 841 541) of 78 Henderson Road, Alexandria, NSW 2015 in Australia and Velux New Zealand Limited of 62b Princes Street Onehunga, Auckland in New Zealand (together the "**Promoter**").