



Synergy Wholesale Pty Ltd

PO Box 119 Beaconsfield VIC 3807

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www.synergywholesale.com

Rebate Terms and Conditions

Version 1.4

Last Updated: 25 October 2021

1. Definitions

- 1.1. "Account" means the account held with Synergy Wholesale by the Customer that is used for billing, contact information and details of the Service(s) assigned to the Customer.
- 1.2. "cPanel" refers to the shared web hosting Service control panel and "cPanel user" refers to the Customers Service on the shared web hosting cPanel server environment.
- 1.3. "Client", "Customer", "Reseller" or "Partner" refers to any person, partnership, corporation, or other legal entity acquiring Services from Reseller, which form part of the Reseller's Services.
- 1.4. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has ordered from Synergy Wholesale. This can include, but is not limited to, website hosting, domain name registration or transfer or renewal, SSL certificates, SMS services and all auxiliary service(s). These product(s) and service(s) are identified in full within the "sign up" and "service provision" emails Synergy Wholesale sends to the Customer after an order has been placed. The specific details of the Services can be found by logging in to Synergy Wholesale Management System or on our website.
- 1.5. "Synergy Wholesale", "Synergy", "Company", or "Business" means Synergy Wholesale Pty Ltd of Level 1, 66 Victor Crescent, Narre Warren VIC 3805 Australia.
- 1.6. "Synergy Wholesale's Management System" and "Wholesale System" refers to Synergy Wholesale's customer account, billing and management portal, available online at <https://manage.synergywholesale.com>.

2. Promotional Terms

- 2.1. In order to be eligible for the promotional rebate, you must have 50 active services simultaneously within 30 days of provisioning your Synergy Wholesale account.
- 2.2. The promotional rebate will be provided in the form of a \$99.00 AUD non-refundable credit, applied to the eligible Synergy Wholesale account, pending verification via a support ticket.
- 2.3. You must submit a support ticket within 45 days of provisioning your Synergy Wholesale account, requesting management review eligibility of promotional rebate.
- 2.4. An active service is defined as any of the following products that exist within a single wholesale account:
 - a. cPanel shared web hosting service that is in an Active status;
 - b. Trustwave SSL certificates that have been issued;
 - c. Sectigo (formerly Comodo) SSL certificates that have been issued;
 - d. Domain names that are held under Synergy Wholesale as the listed Registrar, whether via new registration or inbound transfer.
- 2.5. Promotional offer is valid on new accounts provisioned as of December 2016.
- 2.6. Rebate credit will not be processed until a minimum of 31 days after the customer account has been provisioned.
- 2.7. Eligibility requirements, terms, and conditions are subject to change without notice.

If you have any questions about this agreement, please contact our Customer Care team at customercare@synergywholesale.com

DOCUMENT CHANGE HISTORY

Date	Description of Change	Version
2021-10-25	▸ Correction to policy to reflect change to 50 active services.	1.4
2021-06-08	▸ Document Reviewed and formatting changes made	1.3
2019-01-17	▸ Inclusion of subclause 1.4.c pertaining to the inclusion of Sectigo SSL certificates	1.2
2018-05-29	▸ Update to Synergy Wholesale branding	1.1
2016-12-15	▸ Document creation for Synergy Wholesale Pty Ltd	1.0