

Terms & Conditions

Motoring Club Member 25% off RRP Short-Term Promotion

Terms and Conditions – September 2026

1. Promotion Overview & Eligibility

1.1 The September Motoring Club short-term Promotion (“Promotion”) is offered by Environmental Water Solutions Pty Ltd, trading as Complete Home Filtration (“Company”), and will offer motor club members 25%-off RRP for the month of September 2026.

1.2 The Promotion is open to active current motor club memberships (deemed applicable to redeem member benefits) of the participating Australian motoring clubs, within their designated promotional trade areas, specifically:

- Royal Automobile Club of Queensland (RACQ in Queensland)
- National Roads and Motorists' Association (NRMA in New South Wales)
- Royal Automobile Association of South Australia (RAA in South Australia)
- Royal Automobile Club of Western Australia (RAC in Western Australia)

1.3 To qualify for the promotional discount, the customer must provide an active motoring club membership card and valid card number at the time of signing the sales agreement and paying the deposit.

2. Promotional Period & Booking Requirements

2.1 The Promotional Period commences at 12:00 AM AWST on Tuesday, September 1, 2026, and concludes strictly at 11:59 PM AWST on Wednesday, September 30, 2026.

2.2 To secure the promotional discount, eligible customers must finalise their order and pay the required deposit within the promotional period.

2.3 The physical installation of the system can occur after September 30, 2026, up to 12 months, provided the contract was signed and the deposit was successfully paid within the Promotional Period.

2.4 Enquiries placed prior to September 1, 2026, remain eligible for this discount provided the customer has not executed a binding contract of sale and paid their deposit.

3. The Offer

3.1 Eligible motoring club members will receive a 25% discount off the total recommended retail price (RRP) of any complete water filtration unit or system supplied by the Company.

3.2 Qualifying systems include:

- Whole-home filtration systems (including CHF-6000 series systems and other whole-home units)
- Standalone under-sink Reverse Osmosis (RO) systems
- Rainwater and bore water treatment systems

4. Exclusions

4.1 The promotional discount applies strictly to the RRP sale of water filtration system hardware with standard installation. The discount excludes any non-standard installation costs, ongoing or future replacement filter cartridge costs, ongoing routine maintenance services, replacement parts, and on extended warranty plans.

4.2 The promotion cannot be combined with any other public promotions or seasonal sales.

4.3 The promotional discount is non-transferable and cannot be redeemed or exchanged for cash or credit. It can not be applied to sales made before or after the promotion period.

4.4 Customers who sign deals or confirm installation and then cancel will incur cancellation fees. All deposits are non-refundable. All other sales contract terms and conditions also apply and are available at www.completehomefiltration.com.au/terms-and-conditions.

5. Installation & Additional Costs

5.1 The promotional discount applies to the system product RRP price with standard installation.

5.2 All installations are subject to site inspection. Standard installation parameters apply. For general reference, CHF whole home standard system installation services are described as follows: access to the mains inlet pipe to the home must not require breaking of concrete, more than 3m of copper piping or more than 1 hour of excavation work, i.e. not require access under poured aggregate, etc.; additional charges for non-standard installation will be charged at the cost of material and labour.

5.3 Any non-standard installation work, additional materials, or specialised equipment required due to site-specificities will incur extra charges. These additional costs will be quoted and must be agreed to in writing by the customer before commencement.

6. Deposits, Cancellations & Contract Terms

6.1 A standard deposit is required upon contract signing to lock in stock, installation scheduling, and the promotional pricing.

6.2 Deposits are non-refundable. Customers who cancel their contract or fail to proceed with installation forfeit their deposit and promotional eligibility.

6.3 All standard terms, conditions, default clauses, and warranty provisions are set out in the Complete Home Filtration Terms and Conditions and apply in full to all orders placed under this promotion.

7. General & Governing Law

7.1 The Company reserves the right to verify the validity of motoring club membership numbers and to disqualify any customer who provides invalid details or whose membership has lapsed.

7.2 The Company reserves the right to amend, suspend, or terminate this promotion at any time without prior penalty or notice.

7.3 This promotion and its terms are governed by the laws of Western Australia and are subject to the exclusive jurisdiction of the courts of Western Australia.

7.4 This promotion has been created and is offered in good faith for retail and consumer sales only.