

CALTEX STARCASH TERMS AND CONDITIONS

Conditions of Use

These conditions apply to any use of a Caltex StarCash by any person ("Customer"). Caltex StarCash is defined as either a physical Card ("Card") or StarCash e-Gift card ("StarCash Digital"):

1. **Acceptance of Conditions of Use.** Any use of Caltex StarCash by a Customer will be deemed to be an acceptance of these conditions.
2. **Validity of Card.** Where a signature panel is provided on a Card, the Customer must sign the Card immediately. Any relevant Card which has not been signed will not be accepted.
3. **Verification of Card.** If the Caltex StarCash has a PIN verification, the customer must enter the PIN at the time of purchase.
4. **Purchase of Goods and Services.** The Card may only be used at Caltex/Ampol outlets where EFTPOS facilities are operational and online. The Card can be used to purchase (or part pay in conjunction with cash or by credit card) any goods or services available at these outlets. StarCash Digital can be redeemed at participating locations. To find a participating location, visit the Caltex site locator. StarCash Digital cannot be used at Outdoor Payment and Pay@Pump terminals.
5. **No cash.** No cash out facilities are available with Caltex StarCash and it is not redeemable for cash.
6. **Customer Responsibility.** Customer must ensure all details on any receipt are correct. Any dispute regarding receipt details is between the Customer and the Caltex outlet.
7. **Non-Supply of Goods or Services.** Caltex will have no liability to the Customer where an authorised dealer refuses to supply products or services to the Customer.
8. **Property and Loss.** Caltex StarCash remains the property of Caltex. If Caltex StarCash is lost or stolen, or if the Customer becomes aware of the possibility of any unauthorised use, the Customer must **immediately** notify Caltex on 1300 365 096. Until the Customer has given Caltex such notice, the Customer is liable for any unauthorised use of Caltex StarCash. Caltex will not replace Caltex StarCash with a face value of less than \$150. If Caltex replaces any Card, a card replacement fee of \$5.50 will be charged.
9. **Purchase Limit.** The total amount of purchases made by a Customer on Caltex StarCash must not exceed the face value or reissued value of a replacement Card or StarCash Digital. The Caltex EFTPOS system will check for any purchase in excess of this limit. If the Customer's purchases exceed the face value, the Customer is liable to Caltex for the excess payment in cash or by credit card.
10. **Expiry.** Caltex StarCash expires on the last day of the month, as stated on the Card or on StarCash Digital, or if no month is stated, 12 months after the date of purchase of the Card. Caltex StarCash cannot be used after the expiry date. Any balance that remains after expiry will not be available for use. Caltex will not replace expired Caltex StarCash.
11. **Use of Card at Unmanned Locations.** Cards can only be used at unmanned locations if they have PIN verification. Therefore, the Customer must request PIN verification when ordering a Card if the Customer wishes to use a Card at an unmanned location. StarCash Digital cannot be used at unmanned locations.

EFFECTIVE 28 OCTOBER 2016