

Water Corporation Waterwise Washing Machine Swap Program

Terms and Conditions 2026-2027 Program

The Washing Machine Swap Program is available to selected residential property owners in the Perth and Peel regions of Western Australia who are scheme water customers of Water Corporation. The Washing Machine Swap Program supports eligible customers by offering the opportunity to replace an existing inefficient top-loading washing machine with a water-efficient front-loading model, which has been pre-selected by Water Corporation. Customers are required to contribute \$250.00 towards the washing machine swap, with the remaining cost covered by Water Corporation.

Participation in the Program is by invitation only. Water Corporation will invite selected customers to participate via direct email. The Program is aimed to improve water efficiency while helping to reduce household expenses and cost-of-living pressures.

The Program will be open to selected customers from 3 August 2026 to 31 May 2027 (inclusive), or until supplies of the pre-selected WELS 4.5-star rated washing machine are exhausted.

To be eligible for the Service you must already own a top-loading washing machine that you are willing to replace with the pre-selected front-loading model. The old top loader washing machine will be recycled by the Retailer that is appointed to perform the Services. The Services will be completed between 3 August 2026 to 31 May 2027 (inclusive).

It is important that you read and understand the terms and conditions below before you decide to participate in the Program.

The Corporation offers the Program in accordance with the following terms and conditions. By participating in Program, you are taken to have accepted these terms and conditions. The Corporation may amend these terms and conditions.

Definitions

The terms in these conditions have the following meaning:

- a. **Accessible** means safe and unobstructed access suitable for standard delivery equipment, without requiring structural modifications, and with sufficient space to manoeuvre and install the Product;
- b. **Contribution** means the amount of \$250.00;
- c. **Corporation** means Water Corporation (ABN 28 003 434 917);
- d. **Product** means a WELS 4.5-Star Rating front-loading washing machine pre-selected by the Corporation for the purposes of the Program;
- e. **Program** means this 2026/2027 Waterwise Washing Machine Swap Program;
- f. **Program Period** means the period from 3 August 2026 to 31 May 2027 (inclusive), or when the Product runs out, whichever occurs first;
- g. **Retailer** means the company or business appointed by the Corporation to undertake the Services;
- h. **Retailer's Personnel** means any employee, officer, agent, subcontractor or contractor of the Retailer;
- i. **Services** means the supply, delivery, installation of the Product and removal of the old top loading washing machine; and
- j. **WELS 4.5-Star Rating** means the product rating determined in accordance with the WELS standard (Australian Standard 6400:2016 Water efficient products - Rating and labelling).

Program Eligibility

The following conditions apply to be eligible for this Program:

1. You must receive an email from the Corporation inviting you to participate in the Program.
2. You must own or rent a residential property in the Perth or Peel region that is connected to the Corporation's scheme water system and be a current residential scheme water customer of the Corporation in respect of that property.
3. You must currently use a top-loading washing machine at the property.
4. The registered owner(s) of the property or the tenant currently residing in this property, must apply within the Program Period.

Program Registration

5. You must register your intention to participate in the Program by completing the online application form at watercorporation.com.au/waterwise/waterwise-offers/Waterwise-Washing-Machine-Swap during the Program Period. A link to the Program and online application form are included in the email invitation from the Corporation.
6. Upon receipt of your registration, the Corporation will verify your eligibility for the Program.
7. Once your eligibility is approved, the Corporation will provide your personal information to the Retailer for the purpose of arranging and delivering the Services in connection with the Program.
8. Final decisions regarding Program eligibility and registration will be made by the Corporation in its absolute and final discretion.

Performance of Services

9. The Retailer will contact you by email and/or SMS using the contact details provided as part of your application, for the purpose of administering your participation in the Program, including:
 - (a) confirming that an order has been placed for the Product;
 - (b) providing a secure payment link enabling you to pay the Contribution for the Services; and
 - (c) providing a booking link so that you can select your preferred date and time for completion of the Services.
10. The purchase and supply of the Product will be facilitated by the Retailer. Upon payment of the Contribution, you will enter into a separate contract with the Retailer for the purchase of the Product and the provision of the Services. Water Corporation is not a party to that contract and is not responsible for the Retailer's performance of its obligations under that contract. The terms and conditions governing the contract between you and the Retailer are available from the Retailer.
11. You must pay the Contribution within 21 days of receiving the payment link from the Retailer and prior to delivery of the Product to the property. The Corporation will pay the balance of the cost of the Services directly to the Retailer.

12. If payment is not made within 21 days of receiving the payment link from the Retailer, then the Services may be cancelled. Please contact the Retailer on 1300 225 564 or via commercialsupport@thegoodguys.com.au if you are unable to pay the Contribution within the requested timeframe.
13. The Retailer's Personnel will attend the property to complete the Services once the Contribution is paid.
14. A maximum of one existing top-loading washing machine can be swapped for one new Product in respect of the same residential property during the Program Period.
15. The Services are not transferrable and are only valid during the Program Period.
16. The Services must be completed within the Program Period, unless otherwise approved by the Corporation.
17. The Retailer's Personnel will complete the Services on the date specified in your booking request. An authorised adult must attend the property to accept delivery of the Product and to enable the Retailer's Personnel to complete the Services. If you do not attend the property, then the Retailer may cancel the Service at its discretion. Please contact the Retailer on 1300 225 564 or commercialsupport@thegoodguys.com.au if you need to make any changes to your booking.
18. Once the top-loading washing machine is removed, it becomes property of the Retailer. The old washing machine will be recycled by the Retailer, and it will not be returned to you.
19. The Corporation is not liable for delays due to events beyond its control, including supply chain disruptions, contractor availability, or unforeseen circumstances.

Service Constraints

You acknowledge and agree that:

20. The Corporation has pre-selected the Product for the purposes of this Program. No product substitutions, changes or upgrades are available.
21. Your property must be Accessible for the Retailer's Personnel to complete the Services. If your property is not Accessible, then the Retailer may decline to perform the Services, at its discretion.
22. You are required to disconnect your existing top-loading washing machine and ensure the machine is clean and empty of water and debris. If these steps are not completed, then the Retailer may decline to perform the Services, at its discretion.
23. Installation is limited to connection of the Product to existing, compatible water and electrical fittings. Installation does not include plumbing, electrical, cabinetry or other modification works. The Retailer's Personnel may be unable to perform the Services if:
 - (a) the Product is not within reach of existing fittings;
 - (b) existing fittings are not compatible with the Product;
 - (c) modifications are required; or
 - (d) safety risks or hazards are identified in relation to installation of the Product.
24. If a safety risk or hazard arises in relation to performance of the Services, the Retailer's Personnel may decline to perform the Services, at their discretion.

25. If the Retailer is unable to complete the Services at the property including due to the circumstances in conditions 21 to 24 above, then the Retailer may cancel the order and refund the Contribution to the customer, at the Retailer's discretion.
26. You are responsible for the maintenance, operation and repair of the Product once the Services are completed.
27. Additional fees may apply if access within the residential premises is difficult for the Retailer's Personnel, for example carrying Product up a flight of stairs.

Warranty

28. The Corporation does not warrant or represent:
 - (a) that the Product or Services are suitable for a particular property;
 - (b) that the Product is fit for purpose or will function in accordance with the specifications;
 - (c) any matter as to the performance or quality of the Product, the Services, the Retailer or the Retailer's Personnel; or
 - (d) that any information provided by the Retailer or the Retailer's Personnel is accurate or reliable.
29. For avoidance of doubt, the Corporation is not the manufacturer or supplier of the Product provided under the Program.
30. You acknowledge and agree that any product faults, warranty claims and product-related complaints should be directed to the Retailer or the Product manufacturer, as applicable.
31. To obtain your warranty in respect of the Product installed at your property under the current Program, you should contact the Retailer directly.

Liability

32. To the maximum extent permitted by law, the Corporation will not be liable for any damages, claims or loss whatsoever suffered as a result of your participation in the Program and/or performance of Services by the Retailer or the Retailer's Personnel.

Privacy Statement

33. By participating in the Program, you consent to Water Corporation collecting, using and disclosing your personal information for the purposes of administering the Program, providing the Services, communicating with you about the Program, and any other purposes directly related to those activities.
34. Water Corporation may disclose your personal information to the Retailer and any other service providers engaged in connection with the Program where reasonably necessary for those purposes.
35. The Retailer or its service providers may store or process your personal information outside Australia. Where personal information is stored or processed outside Australia, reasonable steps will be taken to ensure that it is handled in a manner consistent with applicable privacy requirements and protected against misuse, loss, unauthorised access, modification and disclosure.
36. Further information regarding how personal information will be collected, used, and disclosed for this Program is available in Water Corporation's [Privacy Policy](#) page.