Burson Garage Membership Terms & Conditions

Last Updated: October 2026

1. **Acceptance of Terms**
   - **1.1.** By applying for, registering for, or participating in the Burson Garage Membership Program ("Burson Garage"), you agree to be bound by these Terms and Conditions, as amended from time to time by Burson Auto Parts Pty Ltd ("Burson").
   - **1.2.** These Terms and Conditions replace any previous terms and conditions relating to Burson Garage.

2. **Membership Eligibility**
   - **2.1.** Burson Garage is available to individuals who successfully complete the registration process through approved Burson channels, including online, in-store, or any other method specified by Burson.
   - **2.2.** Burson may, at its sole discretion, accept or refuse any application for membership.
   - **2.3.** Membership is intended for individual customers only. A member may hold only one active Burson Garage membership account.
   - **2.4.** Employees of Burson Auto Parts, Bapcor Limited, its subsidiaries, associated entities, contractors and members are not eligible to participate in Burson Garage unless otherwise approved by Burson in writing.

3. **Digital Membership Card**
   - **3.1.** Upon successful registration, members may receive access to a digital Burson Garage membership card.
   - **3.2.** The digital membership card may be added to supported Apple Wallet and Google Wallet devices.
   - **3.3.** Membership cards remain the property of Burson at all times.
   - **3.4.** Members are responsible for maintaining the security of their digital membership credentials and mobile devices.

   - **3.5. Digital Wallet Compatibility**
     - **3.5.1.** Burson Garage digital membership cards are designed for use with supported Apple Wallet and Google Wallet applications on compatible devices.
     - **3.5.2.** Burson does not guarantee that the digital membership card will be compatible with all mobile devices, operating systems, software versions, or third-party applications. Compatibility may change from time to time due to updates made by device manufacturers, operating system providers, digital wallet providers, or other third parties.
     - **3.5.3.** Members are responsible for maintaining a compatible device and software environment to access and use their digital membership card.
     - **3.5.4.** Burson will not be liable for any loss of access to membership benefits arising from incompatibility, technical issues, software updates, device replacement, device failure, or the discontinuation of services provided by Apple, Google, or any other third party.
     - **3.5.5.** Where a member is unable to access their digital membership card, Burson may, at its discretion, provide an alternative method of verifying membership

eligibility.

4. Membership Benefits

4.1. Membership benefits are determined by Burson from time to time and may include, without limitation:

- Exclusive member offers;
- Promotional discounts;
- Access to selected member-only rewards;
- Entry into eligible competitions and promotions;
- Product information, news and marketing communications; and
- Other benefits determined by Burson.

4.2. Membership benefits are subject to availability and may vary by store, location, promotion, product category, or period.

4.3. Burson reserves the right to introduce, modify, substitute, suspend, or remove any membership benefit at any time without prior notice.

5. Use of Membership Benefits

5.1. Membership benefits are available only to the registered member associated with the membership account.

5.2. Members may be required to present their digital membership card, registered mobile number, or other approved identification to access member benefits.

5.3.
Membership benefits:

- Are not transferable;
- Cannot be exchanged for cash unless required by law;
- Cannot be sold, assigned or transferred to another person; and
- Cannot be combined with other offers unless expressly stated by Burson.

6. Marketing Communications

6.1. By joining Burson Garage, members may receive communications relating to their membership, including service messages, marketing communication, promotional offers and program information.

6.2. Members may opt out of receiving marketing communications at any time. However, Burson may continue to send communications necessary for the administration of the membership account.

6.3. Certain member offers, competitions, promotions or rewards may only be available to members who have opted in to receive marketing communications.

7. **Lost, Stolen or Misused Memberships**
   - **7.1.** Burson is not responsible for the loss, theft, unauthorised access to, or misuse of a member's digital membership card or membership account.
   - **7.2.** Members must promptly notify Burson if they become aware of any unauthorised use of their membership account.
   - **7.3.** Burson may suspend a membership account while investigating any suspected fraudulent or unauthorised activity.

8. **Membership Cancellation and Suspension**
   - **8.1.** Members may cancel their Burson Garage membership at any time by contacting Burson or following any process advised by Burson.
   - **8.2.** Burson may suspend, terminate or cancel a membership account immediately, without notice, where:
     - A member breaches these Terms and Conditions;
     - A member provides false, misleading or incomplete information;
     - Burson reasonably suspects fraudulent, unlawful or inappropriate conduct; or
     - Burson otherwise determines that cancellation is necessary to protect the integrity of the program.

Upon cancellation of membership, all membership benefits cease immediately unless otherwise determined by Burson.

9. **Program Changes and Termination**
   - **9.1.** Burson may, at its sole discretion and without prior notice:
     - Amend these Terms and Conditions;
     - Change any aspect of Burson Garage;
     - Add, modify or remove benefits;
     - Suspend, discontinue or terminate Burson Garage in whole or in part.
   - **9.2.** Continued participation in Burson Garage following any amendment constitutes acceptance of the revised Terms and Conditions.

10. **Promotions and Competitions**
    - **10.1.** Burson may conduct promotions, competitions or special offers from time to time that are available to eligible Burson Garage members.
    - **10.2.** Any promotion, competition or offer may be subject to separate terms and conditions, which will prevail to the extent of any inconsistency with these Terms and Conditions.

11. **Technical Issues**
    - **11.1.** Burson does not guarantee uninterrupted access to Burson Garage, digital membership cards, websites, mobile platforms or related systems.
    - **11.2.** Burson is not responsible for any inability to access membership benefits due to:

- Technical malfunctions;
- System outages;
- Network failures;
- Device compatibility issues;
- Software or hardware faults; or
- Third-party service interruptions.

If a member believes a membership benefit was not correctly applied during a transaction, they should contact Burson Customer Support as soon as reasonably practicable following the transaction.

12. Limitation of Liability

12.1. To the maximum extent permitted by law, Burson excludes all liability for any loss, damage, cost or expense suffered by a member arising from or in connection with:

- Participation in Burson Garage;
- Use of a membership account;
- The availability or unavailability of benefits;
- Suspension or termination of membership; or
- Any technical interruption affecting the program.

12.2 Nothing in these Terms and Conditions excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law or any other applicable legislation that cannot be excluded by law.

13. Member Responsibility

13.1. Members are responsible for ensuring that all information provided to Burson is accurate and kept up to date.

13.2. Members agree not to misuse Burson Garage, membership benefits, promotions or their digital membership card.

13.3. Members indemnify Burson against any loss, claim, liability or damage suffered by Burson arising from a member's breach of these Terms and Conditions or misuse of the program.

14. Privacy

14.1. Burson collects, stores, uses and discloses personal information in accordance with its Privacy Policy.

14.2. Personal information may be used to administer memberships, provide member benefits, communicate with members, conduct analytics, improve customer experiences and deliver marketing communications where consent has been provided.

14.3. Burson's Privacy Policy is available on the Burson website https://www.burson.com.au/privacy-policy

15. General

15.1. If any provision of these Terms and Conditions is found to be invalid, illegal or unenforceable, the remaining provisions will continue in full force and effect.

15.2. A failure by Burson to exercise any right under these Terms and Conditions does not constitute a waiver of that right.

15.3. The words "including", "includes" and similar expressions are to be interpreted without limitation.

15.4. Burson Garage is a membership program only and does not create any partnership, agency, employment or contractual relationship beyond those expressly set out in these Terms and Conditions.