



The following information will help you with any questions you may have regarding the AHG Loyalty Card.

### **Common Questions & Answers**

#### **What does the AHG Loyalty Card give me?**

You can receive a 4 cpl discount for the first 150 litres of your fuel transaction at participating Shell Coles Express sites. If the transaction is more than 150 litres per day, the discount only applies to the first 150 litres.

#### **Does the card have an expiry date?**

The Loyalty Card is valid from the issue month until the expiry date. The expiry date can be found on the back of the Loyalty Card. Your Card has been activated.

#### **When is the Loyalty Card invalid?**

This Loyalty Card is invalid, and won't be able to be used if: the expiry date has passed, the expiry date is illegible or has been tampered with, the card has been tampered with in any way, the barcode has been tampered with (it is not readable).

#### **How do I get a new Card when the one I have expires?**

You will be reminded to Service your vehicle at the AHG dealership [where you purchased your vehicle from] approximately one month before the Card expires. Once you service your vehicle at that dealership you will receive a new Card from the dealership.

#### **Where is the Loyalty Card accepted?**

This Loyalty Card is available to be used at participating Shell Coles Express sites in WA. If this card is presented to sites outside this list, the card will not be accepted.

#### **Can this Loyalty Card be used with other cards?**

This Loyalty Card cannot be used in conjunction with any other fuel promotion or fuel discount and is only available for cash or credit/debit card transactions. It cannot be used with other fuel card transactions.

## Participating AHG dealerships

[Big Rock Toyota](#)

[Challenger Ford](#)

[Clarkson Nissan](#)

[easyauto123](#)

[Giant Nissan](#)

[Osborne Park Hyundai](#)

[Osborne Park Toyota](#)

[Lynford](#)

[Melville Mitsubishi](#)

[North City Holden](#)

[Northside Nissan](#)

[Nuford](#)

[Osborne Park Chrysler Jeep Dodge](#)

[Osborne Park Mazda](#)

[Rockingham Hyundai](#) and [Suzuki](#)

[Rockingham Mitsubishi](#) and [Kia](#)

[Seaview Ford](#)

[Southside Mitsubishi](#) and [Volkswagen](#)

[Subaru Wangara](#)

[Titan Ford](#)

[Total Nissan](#)

[Wangara Kia](#)

[Wangara Suzuki](#)

[Wangara Volkswagen](#)

[Wild West Hyundai](#)

## Participating Shell Coles Express sites

Coles Express Mount Lawley

Coles Express Cloverdale

Coles Express Mount Pleasant

Coles Express Ocean Reef

Coles Express South Hedland Roadhouse

Coles Express Forrestfield

Coles Express Karawara

Coles Express Leeming

Coles Express Maddington

Coles Express Willetton

Coles Express Malaga

Coles Express Singleton

Coles Express  
Wanneroo Pearsalls

Coles Express  
Southern River

Coles Express Karinya

Coles Express Port Hedland

Coles Express Dampier

Coles Express Leonora

Coles Express Victoria Park

Coles Express Kingsley

Coles Express Esperance

Coles Express Karratha Travel & Truck

Coles Express Highgate

Coles Express Karratha

Coles Express Fremantle

Coles Express Brookdale

Coles Express Claremont

Coles Express Edgewater

Coles Express Halls Creek

Coles Express Middle Swan

Coles Express Duncraig

Coles Express Wembley

Coles Express Upper Swan Roadhouse

Coles Express Golden Bay

Coles Express Langford

Coles Express Mosman Park

Coles Express Palmyra

Coles Express Perth - William St

Coles Express Fitzroy Crossing Roadhouse

Coles Express Brentwood

Coles Express Clarkson - Ocean  
Keys

Coles Express Casuarina

Coles Express Banksia Grove

Coles Express Kalamunda

Coles Express Scarborough

Coles Express Bunbury

Coles Express Dianella

Coles Express Canning Vale

Coles Express West Perth

Coles Express South Perth

Coles Express Tom Price

Coles Express Girrawheen

Coles Express Myaree

Coles Express Broome

Coles Express Kewdale

Coles Express Meekatharra Roadhouse

Coles Express Albany

Coles Express Waikki

Coles Express Bicton

Coles Express Wanneroo

Coles Express Kununurra Roadhouse

Coles Express Westfield

Coles Express Warwick

Coles Express Bentley

Coles Express Bulls Creek

Coles Express Beeliar

Coles Express Paraburdoo

Coles Express Jolimont

Coles Express Boulder

### **AHG Loyalty Card - Terms & Conditions**

This AHG loyalty card ("Loyalty Card") is issued by Automotive Holdings Group Limited ABN 35 111 470 038 ("AHG"). By accepting this card, you agree to these terms and conditions. The Loyalty Card is facilitated through Viva Energy Australia Pty Ltd ABN 004 610 459 ("Viva Energy").

1. The Loyalty Card is only available to AHG customers who purchase and pay for:
  - a) a new or used vehicle from a participating AHG car dealership between 1 April 2016 and 31 January 2021;
  - or
  - b) the service of a vehicle at a participating AHG car dealership between 1 April 2016 and 31 January 2021.

Participating AHG car dealerships are listed on AHG's website at [www.ahg.com.au/shell-coles-express](http://www.ahg.com.au/shell-coles-express). AHG reserves the right to change the list of participating dealerships at any time without prior notice.

2. Any failure to adhere to these terms and conditions may result in cancellation and/or confiscation of the Loyalty Card by [AHG].

3. The Loyalty Card is accepted at participating Shell Coles Express sites listed on AHG's website at [www.ahg.com.au/shell-coles-express](http://www.ahg.com.au/shell-coles-express) ("Participating Sites"). The list of Participating Sites is subject to change at any time without prior notice. Please check this list prior to and when planning your use of the Loyalty Card.

### **Discount entitlement**

4. The Loyalty Card entitles you as the holder of the card to 4 cents per litre ("CPL") discount on the pump price of up to an aggregate of 150 litres per day of ULP, PULP, V-Power, E10 and/or Diesel at Participating Sites ("Discount"). This Discount is not available for LPG, AdBlue, shop items or lubricants.

5. Any unused entitlement cannot be accrued for future use.

6. A single transaction which exceeds 150 litres will be eligible for the Discount for the first 150 litres only.

7. The amount of the discount may be changed at any time without prior notice. Any change to the amount of the discount will be posted on AHG's website at [www.ahg.com.au/shell-coles-express](http://www.ahg.com.au/shell-coles-express). Please check this prior to and when planning your use of the Loyalty Card.

8. To receive the Discount you must present your Loyalty Card at the time of purchase and prior to making payment.

9. The Discount will automatically be applied to your purchase and cannot be redeemed for cash.

10. The Discount cannot be transferred between Loyalty Cards or from previously held Loyalty Cards.

11. Payment of your discounted purchases must be made at the time of purchase.

12. The Loyalty Card is valid from when you receive the card until the expiry date, unless terminated earlier by Viva Energy or AHG in accordance with these terms and conditions. The expiry date can be found on the back of the Loyalty Card.

13. The Loyalty Card cannot be used in conjunction with any other promotion or discount (including Shell Card purchases) and is only available for cash, debit or credit card transactions.

14. You are obliged to pay the price advised by the participating site console operator.

### **Loyalty Card Use**

15. Your Loyalty Card remains the property of Viva Energy at all times. You must not copy or reproduce your Loyalty Card. You must return your Loyalty Card if you are asked to do so.

16. Your Loyalty Card is for your personal use only and is not to be provided to others for their usage or used for purchases made by others. You may be required to present identification at the point of sale when using your Loyalty Card.

17. Viva Energy and AHG reserve the right to withdraw the Loyalty Card or this Discount programme at any time without notice.

18. Use of your Loyalty Card may be monitored. If Viva Energy reasonably considers (in its sole discretion) there to be unusual patterns of use, use inconsistent with personal use, and/or increased frequency and/or volume, your Loyalty Card may be cancelled.

19. The holder of the Loyalty Card is the only authorised user to use and obtain the Discount.

20. The Loyalty Card is not a credit card or charge card.

21. The Loyalty Card is invalid and cannot be used if:

- a) the expiry date has passed;
- b) the expiry date is illegible;
- c) the Loyalty Card has been tampered with in any way;
- d) the Loyalty Card has been withdrawn or this Discount programme has been withdrawn by AHG or Viva Energy; and/or
- e) the Loyalty Card has been reported stolen or lost to AHG or Viva Energy.

22. Viva Energy reserves the right in its sole discretion (through the site console operator) to refuse a Loyalty Card that Viva Energy deems to be invalid.

23. If the Loyalty Card is lost or stolen Viva Energy and/or AHG are not obliged to replace it.

24. If the Loyalty Card is not accepted or honoured due to it being presented at a non-participating site, neither Viva Energy nor AHG will be liable for any loss or damage you incur as a result.

25. Neither Viva Energy nor AHG are liable if the Loyalty Card is confiscated or rejected for any reason.

26. Any enquiries or disputes in relation to the Loyalty Card are to be directed to [marketing@ahg.com.au](mailto:marketing@ahg.com.au).

### **Miscellaneous**

27. You agree to use your best endeavours to minimise all health, safety and environmental risks whilst visiting a Participating Site.

28. Viva Energy and AHG reserve the right to vary, suspend, modify or terminate these terms and conditions at any time without prior notice. Updated terms and conditions will be made available on the AHG website.

## **Privacy Notice**

29. AHG collects your personal information (such as your name and contact details) from the participating AHG dealership when you request a Loyalty Card and, in some circumstances, directly from you. AHG will use and disclose your personal information to the extent necessary to facilitate the: (i) issue and distribution of the Loyalty Card; (ii) the offer of the Discount; and (iii) the administration and monitoring the Loyalty Card and the discount programme. In particular your personal information may be disclosed to Viva Energy to the extent necessary to carry out the activities outlined above. If you do not provide this information we would not be able to provide you with a Loyalty Card and process and supply you with the Discount.

30. Viva Energy and AHG may share your personal information with companies related to them, Participating Sites and with third party service providers (who may be overseas) for the purposes described at paragraph [29] above.

31. AHG's Privacy Policy is available at [www.ahg.com.au](http://www.ahg.com.au) and Viva Energy's Privacy Policy is available at [www.vivaenergy.com.au](http://www.vivaenergy.com.au). Those Privacy Policies contain information about how AHG and/or Viva Energy handle your personal information, how you can access and correct it, how to make a complaint if you feel AHG and/or Viva Energy have not handled your personal information correctly and how AHG and/or Viva Energy deal with complaints.

## **Limitation of Liability**

32. To the extent permitted by law, neither Viva Energy nor AHG will be liable for any loss or damage you suffer or incur as a result of, and will not provide any refund, compensation or other payment for:

- (a) Any delay in issuing or activating your Loyalty Card;
- (b) Any unauthorised use of your Loyalty Card;
- (c) Any lost or theft of your Loyalty Card;
- (d) Any invalid Loyalty Card;
- (e) Any termination or cancellation of your Loyalty Card;
- (f) Any early termination of the discount programme;
- (g) Any failure to notify you of any changes to these Terms and Conditions; or
- (h) Any losses or damages howsoever caused as a result of your use of this Loyalty Card or this Discount programme.

33. AHG will not be liable and takes no responsibility for any fuel or other products supplied by Viva Energy or Participating Sites.

34. Neither AHG nor Viva Energy make any representations, guarantees or warranties with respect to this Loyalty Card and this Discount programme. Warranties and guarantees which apply to the Loyalty Card and the Discount programme are limited to those that are non-excludable at law. Where any law provides a warranty or guarantee which may not be excluded our liability will be limited to the maximum extent permitted by that law.

35. This Loyalty Card is offered as a gift to AHG's customers who match the relevant criteria under these Terms and Conditions and as such no consideration is paid or payable for the Discount offered under these Terms and Conditions.