



# Tempo Prize Voucher Terms and Conditions

December 2024

The terms and conditions set out below apply to Tempo prize vouchers. They apply in addition to the Tempo Terms and Conditions (available [here](#)) and any other terms that may apply to you as a Tempo customer. In these terms, "Tempo", "we" and "us" means Tempo Limited.

## What are the vouchers for?

Each voucher entitles its holder to have the dollar value specified on the voucher's front invested towards a goal the holder has set up in the Tempo app, on us. Just like any other payments a Tempo customer makes towards a Tempo goal, the specified value will be invested in the fund mix the holder has selected for their goal. Generally, this should happen within 10 working days of the voucher being redeemed in the Tempo app.

In order to use the voucher, you will need to have a goal set up within the Tempo app. If you are not already a Tempo customer, this means you will first need to download the app to a supported device, and complete our customer onboarding process. If you are not able to download the app or complete our onboarding process for any reason, then you will not be entitled to use the voucher.

Each voucher is assigned a unique code and can only be redeemed once. That means that once the voucher has been used by someone, it cannot be used again by that person or by anyone else.

## How to redeem the voucher

The voucher code must be entered in the Tempo app. This can be done

### On sign up:

- Tap 'Get started'
- Select 'Apply code'
- Enter your unique code.

Or,

### After sign up:

- Tap on the 'Me' tab in your app
- Select 'Promo code'
- Enter your unique code.

## Voucher expiry

Each voucher is valid for the time period specified on the voucher. After this date, the voucher will expire and cannot be redeemed.

The voucher is not exchangeable for cash or any other benefit.

## Fraudulent activity

We reserve the right to cancel any voucher we reasonably consider to have been obtained or used dishonestly or fraudulently.

## Other things to know

Please take good care of your voucher, as we will not replace any vouchers that are lost or damaged.

Please contact our Customer Support team by email at [help@tempo.co.nz](mailto:help@tempo.co.nz) if you need support for your voucher.

If you have created more than one goal in Tempo, the Voucher amount will automatically go towards your first goal created and no amount will be payable in respect of any other goals you have created.

We are not responsible or liable for any failure or delay in providing the voucher value which is caused (directly or indirectly) by forces beyond our reasonable control or by third parties.

Tempo reserves the right to amend, modify, or terminate these terms and conditions at any time without prior notice.

Except for any liability that cannot be excluded by law, Tempo will not be liable for any loss or damage suffered as a result of using (or not using) the voucher.

Nothing in these terms and conditions is intended to exclude, limit or modify any rights or other protections you have under New Zealand law, including the Consumer Guarantees Act 1993 and the Financial Markets Conduct Act 2013, except to the extent that this is permitted by law.

These terms and conditions are governed by the law of New Zealand and the courts of New Zealand will have non-exclusive jurisdiction to hear and determine any dispute arising in relation to these terms and conditions and the voucher.