



Terms and Conditions

Promotion Name

Synnex “New to Mac” Program (“Program”)

Promoter

The promoter is **Synnex Australia Pty Ltd** (“Promoter”) located at **1126-1146 Centre Road, Oakleigh South, Victoria 3167, Australia.**

Eligibility

Participation is open to Apple Authorised Reseller organisations that hold an active Synnex Australia account.

Eligible end customers (“Eligible Commercial Customers”) must:

- Be private sector commercial entities located within Australia
- Purchase eligible Apple products for their own business use only and not for resale
- Have purchased fewer than ten (10) Mac devices within the previous four (4) years
- Be approved by Apple and Synnex as eligible under the Program

The Promoter and Apple reserve the right to verify reseller and customer eligibility at any stage of the Program.

Employees of the Promoter and their immediate family members are not eligible to participate.

Eligible Products

Eligible products include approved Mac devices under the Program, including but not limited to:

- MacBook Air
- MacBook Pro
- iMac
- Mac mini
- Mac Studio

MacBook Neo products are excluded from the Program at this time.

Eligible products may be amended by Apple at its discretion during the Promotional Period.

Program Overview

The Synnex “New to Mac” Program is designed to support eligible reseller partners in introducing qualifying business customers to Mac devices through approved opportunities submitted via Synnex Australia.

Approved opportunities may qualify for program incentives, subject to compliance with these Terms & Conditions and any additional Apple program requirements.

Eligible Opportunity Requirements

To qualify under the Program:

- Opportunities must be submitted and approved prior to transaction completion
- Eligible opportunities must consist of a minimum of ten (10) Mac units and a maximum of one hundred (100) Mac units per customer opportunity
- Opportunity submissions must include, at minimum:
 - Customer company name
 - Customer address



- Australian Business Number (ABN)
- Product details and SKUs
- Quantity
- Expected transaction value
- Apple or Synnex may request additional supporting information prior to approval
- Apple may require a call or meeting with the Eligible Commercial Customer as part of the approval process
- Opportunity protection commences upon approval and remains valid for ninety (90) calendar days
- Opportunities are reviewed on a first-come, first-served basis
- Approval or rejection of any opportunity submission is at the sole discretion of Apple

Duplicate, overlapping, incomplete, inaccurate or previously submitted opportunities may be rejected.

Incentive Structure

Eligible approved opportunities may qualify for incentives as determined by Apple and Synnex, including:

Product	Incentive
Eligible Mac products	4%

MacBook Neo products are excluded from the Program at this time.

The maximum eligible quantity per approved opportunity is capped at one hundred (100) Mac units.

Apple reserves the right to amend, modify or withdraw incentive amounts at any time at its sole discretion.

Incentives are subject to successful validation and approval by Apple and Synnex Australia.

Apple and Synnex reserve the right to reject any incentive claim that does not meet the Program requirements.

Opportunity Submission & Claims Process

To participate in the Program, eligible reseller partners must:

1. Complete the Apple Sales Coach "New to Mac" [training](#) requirements.
2. Identify an eligible customer opportunity
3. Submit the opportunity through the designated Synnex [opportunity submission portal](#)
4. Receive approval confirmation prior to completing the transaction
5. Complete the transaction within the approved opportunity protection period
6. Submit all required supporting documentation within the required claim period

Required supporting documentation includes:

- End customer purchase order
- Reseller invoice issued to the end customer

Supporting documentation must:

- Clearly identify customer details
- Include the transaction date
- Clearly itemise products and quantities purchased

All supporting documentation must be submitted to Synnex within fourteen (14) calendar days from the invoice date issued to the end customer.



Failure to provide required documentation within the specified timeframe may result in automatic rejection of the incentive claim.

Synnex may upload supporting documentation to Apple systems for validation and administration purposes.

Claims and Verification

All submissions and claims are subject to review, validation and approval by Apple and Synnex Australia.

The Promoter reserves the right to:

- Validate customer eligibility and purchase history
- Request additional supporting documentation
- Reject incomplete or non-compliant submissions
- Reject duplicate or overlapping opportunities
- Reject opportunities already existing within Apple systems
- Withhold or deny incentives where fraud, misconduct or misuse is suspected

The Promoter's decision in relation to all aspects of the Program is final.

Privacy & Data Consent

By participating in the Program, participants confirm they have obtained all necessary customer consents required to share customer information with Synnex Australia and Apple in connection with the administration of this Program.

Personal information collected may include:

- Name
- Email address
- Phone number
- Company name
- Job title
- Business contact details

Information collected will be used for purposes including:

- Administering the Program
- Verifying eligibility
- Reviewing opportunity submissions
- Processing incentive claims
- Communicating program updates

All personal information will be handled in accordance with applicable Australian privacy laws and the Promoter's Privacy Policy.

Intellectual Property

All trademarks, logos, product names and brand names remain the property of their respective owners.

Apple is not the promoter of this Program and is not responsible for administration of the Program.

General Conditions

The Promoter reserves the right to:

Modify, suspend or terminate the Program at any time

Substitute any incentive or benefit with an alternative of equal or greater value where required



Disqualify any participant or reseller that breaches these Terms & Conditions or engages in fraudulent, misleading or improper conduct

Errors and omissions excepted.

All images and product representations are for illustrative purposes only and actual products may vary.