

Kyocera Rewards Club – Australia FAQ

What is the Kyocera Rewards Hub?

KYOCERA Rewards Club allows Channel Partners to earn Kyocera Rewards Points for each eligible purchase of Kyocera products.

Kyocera has partnered with 212F to allow Channel Partners to earn points for all Kyocera printers, devices and accessories purchased from an authorised Kyocera Distributor in Australia.

Who can join the Kyocera Rewards Hub?

All approved Silver, Gold and Platinum Premium Partner Program (PPP) resellers that purchase through an authorised Kyocera Distributor ('Channel Partners') may apply to Kyocera to be a member of the Kyocera Rewards Hub. One Kyocera Rewards Club membership is available per Channel Partner ABN.

How do I join Kyocera Rewards Club?

To join Kyocera Rewards Club, please fill in your Channel Partner details [here](#) and nominate a an officer or employee of the Channel Partner (must be 18 years of age).

How do I earn reward points?

Kyocera Rewards Hub members will earn 10 Kyocera Rewards Points for every \$100 spent (rounded to the nearest \$100) on Kyocera printers, devices and accessories purchased from an authorised Kyocera Distributor in Australia (Eligible Items').

Purchase of consumables, parts or warranties will not accrue any points.

Do my reward points expire?

Yes, Kyocera Rewards Hub points expire 12 months after accrual.

e.g. unclaimed points that were accrued in January will expire in February of the following year.

What if I disagree with the sales report figures or points allocation?

If your question is around eligible purchases, please reach out to your Kyocera Account Manager or Kyocera Distribution Partner (as applicable).

The Channel Partner may request any correction of Kyocera Rewards Points allocated within 30 days of the allocation.

If your question is about the Kyocera Rewards Hub points, please reach out to marketing@dau.kyocera.com.

If your question is about the redemption platform, please visit follow the links provided on the platform.

What if there is a refund of purchases?

If an Eligible Item is refunded in accordance with the terms and conditions of the purchase after Kyocera Rewards Points have been allocated (other than for warranty reasons), Kyocera reserves the right to reclaim or subtract the Kyocera Rewards Points from Channel Partner or offset Kyocera Rewards Points from the next purchase of an Eligible Item.

More questions?

Please refer to the Kyocera Rewards Hub Terms and Conditions for full details about the Kyocera Rewards Hub. Contact your Kyocera Account Manager or contact marketing@dau.kyocera.com should you require further assistance.