



ROBUS GO

USER GUIDE 2018

ROBUS[®]

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REGISTRATION & TIERS

REGISTRATION

Step 1

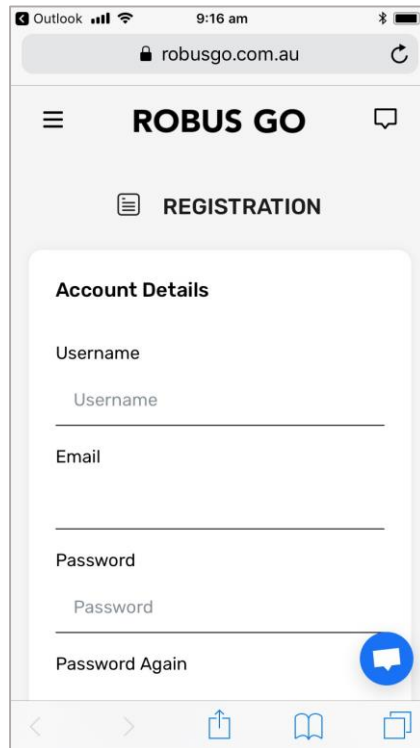
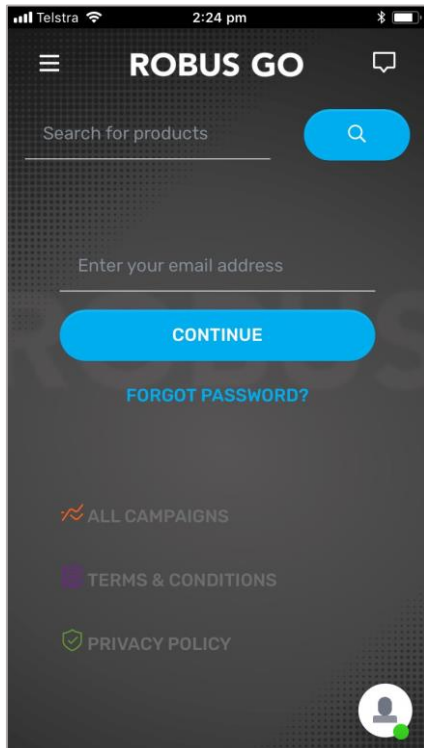
Go to www.robusto.com.au

Type in your email address and press Continue. You will receive a link in your email. Click the link to activate and register your details.

Step 2

Fully complete registration, tick the box that you agree to the ROBUS Go T&Cs and click the "REGISTER" button.

You're all done and ready to Go!!



Tier Membership

Every newly registered member starts with Bronze and can rise through Silver to Gold. As you ascend, you become entitled to more valuable privileges. For instance, the higher your tier, the more Base Points you earn for each eligible claim, helping you to reach rewards faster.

Corporate members, please contact us at robusto@ledgrouprobus.com.au for Business Membership application.

How to reach Status Tiers

Earn the required number of Base Points per membership year as follows:

	Silver	Gold
Base Points required to reach	5,000	4,000
Base Points required to keep	10,000	7,000

Benefits

Calculate the Base Points that you will earn on each eligible purchase as follows:

	Silver	Gold
Base Points earned for every Bronze Base Point advertised	1.66	2.33

For each Bronze Base Point advertised (see the Product Search function), multiply the points with the Tier multiplier in the table above. Please see an example of Base Points accrued per Tier in the instance of an eligible purchase of a ROBUS 60W Space Panel as follows:



Bronze	: 7 Base Points advertised	x 1	= 7.00 Base Points Earned
Silver	: 7 Base Points advertised	x 1.66	= 11.62 Base Points Earned
Gold	: 7 Base Points advertised	x 2.33	= 16.31 Base Points Earned



PRODUCT SEARCH

PRODUCT SEARCH

Step 1

Go to www.robustgo.com.au

In the Search for Products field, type in the product code or category, e.g. downlight or RSN15050DA

Step 2

A list of product results that matches your query as close as possible will appear.

Press the x Box to do a new search.

Fact 1

Information displayed includes :

Total Power / Wattage
CCT L₁₀₀ (K)
Total Output (Lumens)
Efficacy
IP
Warranty

Fact 2

Information displayed include :

Base points refer to how many points you can collect per unit as a Bronze member, by purchasing the specific ROBUS product at an authorised wholesaler.

Fact 3

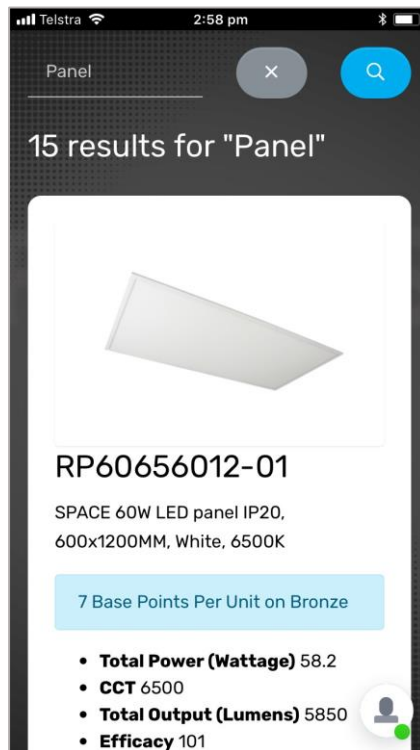
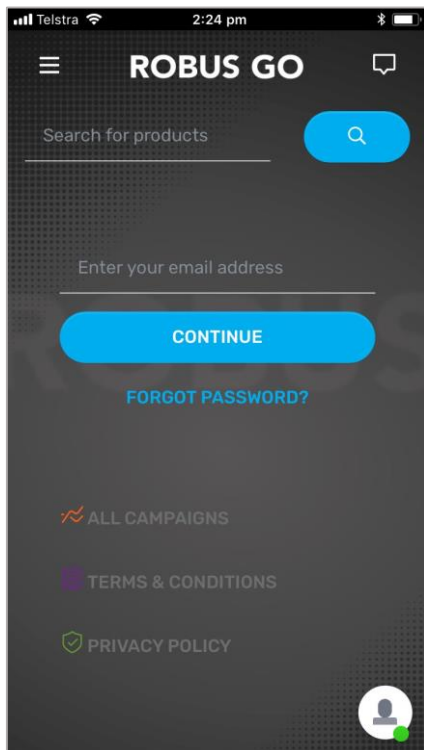
For more product technical information, please feel free to speak to one of our expert technical advisors via our live Web Chat, by clicking on the following icons.



Please note, this service is only available between 8am and 4pm Mon – Fri (Excl Bank Holidays). Response to any requests outside of this timeframe will be delayed.



Remember, as a bronze member, you will score full base points. As a silver member, you will accrue 1.67 for every base point advertised. Our Gold members will receive 2.34 points for every base point advertised. See T&C's for full details, available at www.robustgo.com.au





POINTS COLLECTION

COLLECTION (Claiming points)

Step 1

While being logged in, click on COLLECT POINTS and select "Claim Points" under Claim Type.

Optional: If you have received a UCR, please enter it.



**COLLECT
POINTS**

Step 2

Select "Choose File" to upload a picture, PDF or image of your valid invoice*.

Please see T&C's for full description of a valid invoice. Tick that you agree to the T&Cs. Press SUBMIT.

COLLECT POINTS

Instructions
To claim back instant rewards on your ROBUS purchases, fill in the fields below.

Claim Details
URC Reference (Optional)

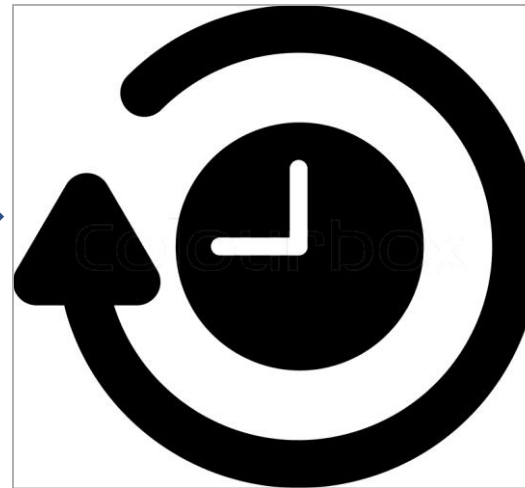
Photo of your invoice
Choose File no file selected

Terms & Conditions
 I agree to the Terms and Conditions
Terms & Conditions as set out by RobusGo

Step 3

You will receive an email to confirm successful submission of your invoice.

Revision of the details could take up to 10 days.



Step 4

You will receive an email to inform you whether your claim has been successful or not.

Simply build up your points balance and redeem whenever you're ready. Redemption of points is almost instantaneously!



REDEEM POINTS



*Full T&C's available at www.robusgo.com.au/terms



POINTS REDEMPTION

REDEMPTION

Step 1

While being logged in, click on REDEEM POINTS and check your points Balance.

Step 2

Make sure that you have enough points and select your Gift Card value.

Scroll down and press SUBMIT.

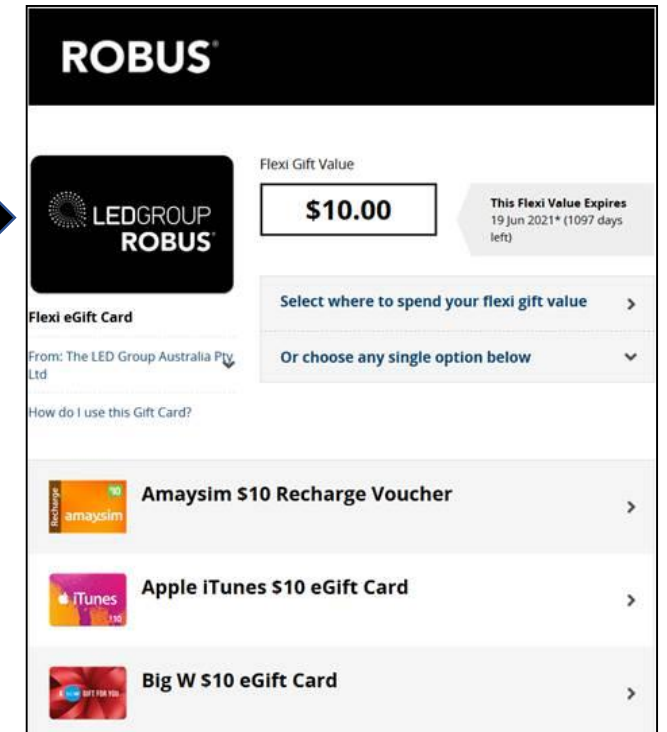
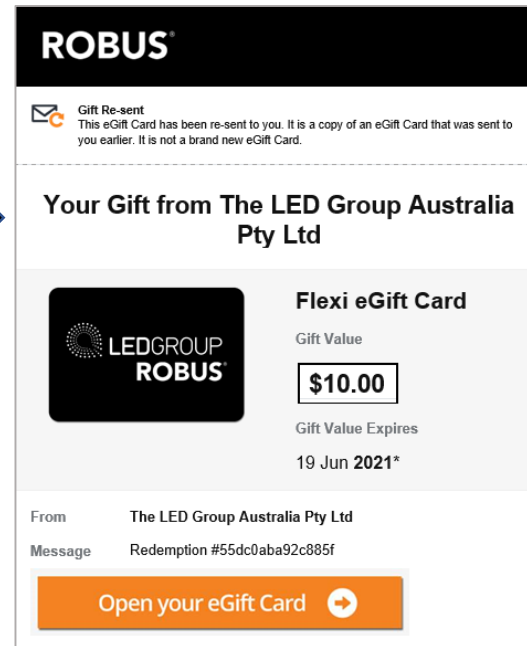
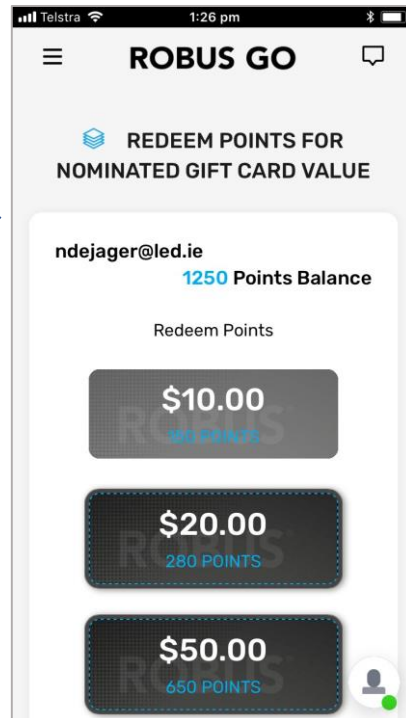
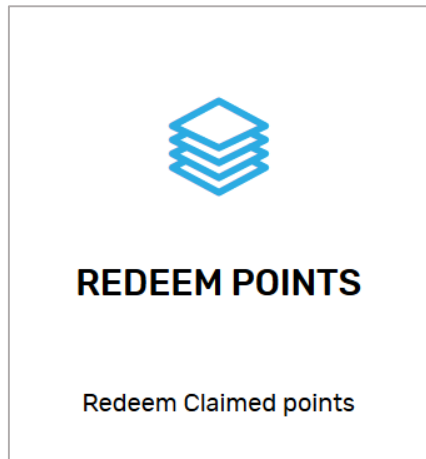
Step 3

You will receive a ROBUS eGift Card directly to your account nominated email address.

Click on the orange "Open your eGift Card" button.

Step 4

Select where you would like to spend your eGift Card voucher from a huge range of retailers






HELPFUL TIPS & TRICKS

HELPFUL TIPS & TRICKS

Desktop Icon on iPhone

Go to www.robustgo.com.au

On the iPhone, click the  button at the bottom of your screen.

Click on Add to Home Screen.

The ROBUS GO icon should appear. Press add in the top right corner.



Campaigns

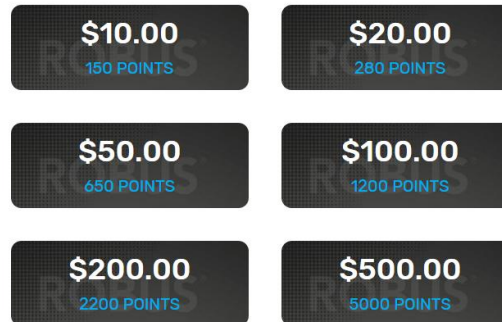
Keep an eye out for special promotions on our campaigns page. You can earn additional points or redeem points for extra special rewards!



Voucher Values

The higher voucher value you select, the less points it will cost you!

You can also split voucher values into smaller Gift Cards. Just follow the instructions after you have opened your eGift Card (Step 3 in the Redemption Section).



ROBUS GO Loyalty

The Loyalty program is designed to reward you, the contractor for your brand loyalty to ROBUS.

You'll be rewarded points for all eligible purchases of ROBUS products at any authorised wholesaler groups and their subgroups.

