



Perfect Balance Rowing Rewards - Terms and Conditions

Updated 19/10/2026.

PBR Rewards gives eligible customers a reward credit of up to 12.5% of their net spend on Filippi and Swift Racing boats and optional accessories in each calendar year, with every purchase in the year counting towards a higher reward tier. Credit is redeemable only on Filippi or Swift Racing boats and optional accessories, and is valid until 31 December of the following year. Orders must be paid in full at the time of order to earn or use credit. By placing an order, the customer agrees to these Terms and Conditions.

1. Definitions

- (i) **PBR, we or us** means Perfect Balance Rowing PTY LTD.
 - (ii) **Program** means the PBR Rewards loyalty program described in these Terms.
 - (iii) **Member or you** means an eligible customer who has placed a Qualifying Order.
 - (iv) **Qualifying Boat** means a new Filippi or Swift Racing rowing boat purchased directly from PBR.
 - (v) **Optional Accessory** means an optional accessory or upgrade for a Filippi or Swift Racing boat that PBR offers for sale, purchased directly from PBR in the same order as a Qualifying Boat. This includes;
 - Custom colours
 - Drink bottle holders
 - Component upgrades
- Accessories ordered separately from a Qualifying Boats do not qualify for reward credits. Oars are not Optional Accessories.
- (vi) **Qualifying Product** means a Qualifying Boat or an Optional Accessory.
 - (vii) **Qualifying Order** means an order for one or more Qualifying Boats (with or without Optional Accessories) that PBR has accepted and for which all invoices were paid in full at the time the order was placed.
 - (viii) **Order Date** means the date PBR receives a Qualifying Order.
 - (ix) **Net Spend** means the total amount paid for Qualifying Products in a Qualifying Order, including GST, after deducting any Reward Credit applied to that order and excluding Excluded Items.

(x) **Excluded Items** means anything that is not a Qualifying Product, including oars, spare parts, repairs, servicing, freight, delivery and insurance, unless included in the quoted price of a Qualifying Product.

(xi) **Reward Credit** means the non-cash credit earned under clause 3, also called "Roward dollars".

(xii) **Expiry Date** means 31 December of the calendar year after the calendar year in which the Reward Credit was earned. For example, Reward Credit earned at any time in 2026 expires on 31 December 2027.

2. Eligibility

(i) The Program is open to rowing clubs, schools and university programs that purchase directly from PBR.

(ii) Membership is automatic once a Qualifying Order is placed. No sign-up or fee is required.

(iii) Reward Credit is held by the organisation that placed the Qualifying Order, not by any individual member, coach or staff member of that organisation.

(iv) Purchases made through a third-party reseller, or under a separate tender, contract or pricing agreement with PBR, are not eligible unless PBR agrees in writing.

3. Earning Reward Credit

(i) Reward Credit is earned at the rate for the tier that the Member's accumulated Net Spend in the calendar year reaches:

Net Spend in a calendar year (incl GST)	Reward Credit rate
\$50,000 to \$74,999.99	5%
\$75,000 to \$99,999.99	7.5%
\$100,000 to \$124,999.99	10%
\$125,000 and above	12.5%

(ii) Reward Credit earned on each Qualifying Order = calendar-year Net Spend to date × the applicable rate, less any Reward Credit already earned in that calendar year. No Reward Credit is earned until calendar-year Net Spend reaches \$50,000.

(iii) Where Reward Credit is applied to an order, that order earns new Reward Credit only on the amount actually paid, being the total order value less the Reward Credit applied. The tier is also determined on that net amount.

(iv) Reward Credit is only earned on an order if all invoices for that order are paid in full at the time the order is placed. An order not paid in full on order earns no Reward Credit and does not count towards accumulated Net Spend. Reward Credit earned is confirmed to the Member in writing.

(v) Net Spend on all Qualifying Orders placed by a Member in a calendar year (1 January to 31 December) is accumulated and counts towards reaching a tier and earning Reward Credit. Accumulated Net Spend resets to zero on 1 January each year.

Worked examples

Order	Total order value	Credit applied	Net Spend	Calendar-year Net Spend to date	Rate	Reward Credit earned	Credit expires
Mar 2026: 1 boat	\$27,990	\$0	\$27,990	\$27,990	–	\$0	–
Aug 2026: 1 boat	\$27,990	\$0	\$27,990	\$55,980	5%	\$2,799.00	31 Dec 2027
Nov 2026: 1 boat	\$27,990	\$0	\$27,990	\$83,970	7.5%	\$3,498.75	31 Dec 2027
Feb 2027: 1 boat	\$27,990	\$6,297.75	\$21,692.25	\$21,692.25	–	\$0	–
Jun 2027: 2 boats	\$55,980	\$0	\$55,980	\$77,672.25	7.5%	\$5,825.42	31 Dec 2028

Each boat is a Swift Racing Carbon Pro Quad/Four at \$27,990. In 2026, the Nov order lifts the year's total into the 7.5% tier, so it earns 7.5% of \$83,970 (\$6,297.75) less the \$2,799 already earned. All \$6,297.75 of 2026 credit is used on the Feb 2027 order, and the 2027 total starts again from zero on 1 January. All amounts include GST and are illustrative only.

4. Using Reward Credit

(i) Reward Credit can only be applied to the purchase of Qualifying Products (new Filippi or Swift Racing boats and Optional Accessories). It cannot be applied to Excluded Items or any other product or service.

(ii) Reward Credit is only applied to a Qualifying Order if all invoices for that order are paid in full at the time the order is placed. If an invoice is not paid in full on order, no Reward Credit will be applied to that order and the full price is payable.

(iii) Reward Credit must be applied to a Qualifying Order placed on or before the Expiry Date. Unused Reward Credit expires automatically on the Expiry Date and will not be reinstated or extended.

(iv) All Reward Credit earned in a calendar year has the same Expiry Date. Reward Credit earned in a later year does not extend the Expiry Date of earlier Reward Credit.

(v) Reward Credit is applied automatically to the Member's next Qualifying Order. Where a Member holds Reward Credit from more than one order, the credit with the earliest Expiry Date is used first.

(vi) Reward Credit cannot exceed the price of the Qualifying Products in the order. Any unused balance remains available until its original Expiry Date.

(vii) Reward Credit has no cash value. It cannot be exchanged for cash, refunded, transferred, sold or assigned to another person or organisation.

(viii) Reward Credit cannot be combined with any other discount, promotion or special pricing unless PBR agrees in writing.

5. Cancellations and returns

(i) If a Qualifying Order is cancelled, refunded or returned in whole or part, any Reward Credit earned on it is reduced or cancelled to match. If that credit has already been used, PBR may adjust the price of the order it was applied to.

(ii) If an order to which Reward Credit was applied is cancelled before delivery, the credit is reinstated with its original Expiry Date.

6. GST and invoicing

(i) Reward Credit applied to an order is shown on the tax invoice as a price reduction, and GST is calculated on the reduced price.

(ii) Members are responsible for their own tax and accounting treatment of Reward Credit.

7. Changes to the Program

(i) PBR may change, suspend or end the Program by giving at least 30 days' written notice on perfectbalancerowing.com/rewards.

(ii) Reward Credit already earned before a change or closure remains valid until its Expiry Date.

(iii) PBR may cancel Reward Credit obtained through fraud, misuse or a breach of these Terms.

8. General

(i) Nothing in these Terms excludes, restricts or modifies any right or remedy under the Australian Consumer Law.

(ii) PBR's decision on the calculation of Reward Credit is final, except in the case of manifest error.

(iii) PBR handles personal information in line with its Privacy Policy.

(iv) These Terms are governed by the laws of Victoria, Australia, and the parties submit to the jurisdiction of its courts.

(v) Contact: sales@pbrowing.com.au or head to perfectbalancerowing.com/rewards