



Terms and conditions of Synnex and Microsoft El Questro Experience 2025

The promoter is Synnex Australia Pty Ltd (the Promoter) ABN 40 052 285 882 of 92 Carroll Road, Oakleigh South, VICTORIA 3167. The sponsor is Microsoft (the Sponsor). By participating in the 'Synnex and Microsoft's El Questro Experience' program (the Program), you (the Participant) are deemed to have read, understood and consent to be bound by the terms and conditions of this promotion. The decisions of the Promoter and its authorised representatives are final and binding.

The Program Period: Starts 12:00:01 AM 1 April and ends 11:59:59 PM 30 June, 2025 AEST. Orders must be placed, invoiced, and shipped within the program period to qualify.

The Program Criteria:

Program	Microsoft OEM
Eligibility Criteria	Category 1: 1-person package for partner with the highest Windows 11 Pro USB/OEM revenue Category 2: 1-person package for partner with the highest revenue for OEM devices (Top 2 partners)

Program	Microsoft Surface
Eligibility Criteria	Category 1: 1-person package for Distributor Managed Partner with the highest revenue (Top 3 partners) Category 2: 1-person package for Distributor Managed Partner with the highest YoY growth (Top 2 partners) Category 3: 1-person package for Distributor Managed Partner with the highest revenue from Government deals Category 4: 1-person package for Distributor Managed Partner with the highest revenue from Snapdragon Devices Category 5: 1-person package for Distributor Managed Partner with the highest revenue from Surface Laptop Devices Category 6: 1-person package Distributor Managed Partner with the highest revenue from Surface Pro Devices

Program	Microsoft CSP
Billing Period	01/05/2025 to 31/07/2025
Eligible Partners	All Synnex CSP Partners



Program Construct:

Category 1: Modern Work & Security (annual term)

The **Top 1 partner** who have the **highest number of new tenants transacting M365 E5 and/or M365 Copilot**, in annual commitment term, with a minimum of 50 net new seats in the program period will receive 1 x person package for the **El Questro at The Station**.

Category 2: Azure

The **Top 1 partner** who have the **highest number of new tenants transacting Azure PAYG**, with a minimum of spending of \$500 from each tenant in the program period will receive 1 x person package for the **El Questro at The Station**.

Category 3: Professional Service

The **Top 1 partner** who have the **highest number of professional service orders that exceeds \$500 ex in the program period** will receive 1 x person package for the **El Questro at The Station**.

The Prize:

The Prize pool consists of 15 x 1-person packages.

Winners will receive an all-inclusive trip to El Questro, Western Australia as part of the Promoter and the Sponsor travel group.

The all-inclusive trip consists of: Return flights, accommodation, transfers, meals, and activities as per itinerary.

Any ancillary costs, not part of the itinerary such as travel insurance, visas, vaccinations, additional meals and transfers, spending money, personal expenses, in-room charges are not included in the Prize.

Except for any liability that cannot be excluded by law, the Promoter (including its officers, employees, and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special, or consequential, arising in any way out of the Promotion, including, but not limited to, where arising out of the following:

- any technical difficulties or equipment malfunction (whether or not under the Promoter's control).
- any theft, unauthorised access or third-party interference.
- any entry or prize claim that is late, lost, altered, damaged, or misdirected (whether or not after their receipt by the Promoter) for any reason.
- any variation in prize value to that stated in these Terms and Conditions.

Winners will be notified by email and phone as per submitted during the Program registration.

Partners are limited to 1 qualification for the entire program, e.g. a partner cannot qualify for 1 package in the Microsoft Surface program and another package under Microsoft CSP program.

The winning participant(s) must be able to travel from 11 September to 16 September, 2025. Travel dates are not changeable.



The representative of the partner who will join the trip must be an employee or owner of that partner's organisation that is eligible for the prize. The participant is required to submit proof of their status as an employee or owner of the eligible partner organisation before the trip.

The winning participant(s) must agree to accept any Fringe Benefits Tax (FBT) liability on behalf of their employees.

The Prize awarded under the Program have no cash value, and may not be redeemed for cash, re-sold, exchanged for other goods or services, and is not transferable.

The Promoter reserves the right to waive the winner's prize if any of the Program's terms and conditions are not adhered to or if their participant's company account has overdue payments pending at the time of the end of the Program period. To qualify, the Partner must be in full payment compliance with all their invoices issued by the Promoter.

The Promoter reserves the right to select the next qualified Participant according to the Program criteria set out if a winner becomes ineligible.

The Promoter may update, change, cancel or terminate the Program or the Term or any portion of these Program Terms at any time.

Other terms:

Orders that cannot be processed by COB on last day of the Program if the reseller has credit or payment issues will be excluded.

Any back-order products will not be included.

Individual accounts must meet minimum revenue achievement within the Program period.

The Promoter reserves the right to bill the partner if any qualified subscriptions or services become not billable by the Promoter during its term.

The Promoter, the Sponsor, and all other companies associated with the Program will not compensate or take responsibility for any unforeseen circumstances, loss, injury, or delays suffered by the participating winner(s) as a result of taking the Prize.

The Promoter's decision on all matters pertaining to the Program is final and binding and no correspondence will be entered into, except as otherwise stated in these terms and conditions and subject to relevant state and territory regulations

The Promoter reserves the right, at its sole discretion, to modify, cancel or suspend the Program should any causes beyond the control of the Promoter, in the company's sole opinion, corrupt the administration, security, fairness, integrity, or proper operation of the Program.

**Use of personal information:**

Any personal information collected, either submitted by the participant as part of the registration process, or requested as winner(s) of the Prize, will be used for the sole purpose of identifying, contacting, and finalising documentation to meet the obligations of the Prize.

The information collected may include, but not limited to a first and last name, an email address, mobile number, company they work for, title, birth date, and gender.

The winner(s) of the Prize will grant the Promoter an irrevocable right to use, edit, publish any photos, pictures taken in any media for advertising and promotional purposes without additional compensation and review.

Privacy policy:

The Promoter's privacy policy may be viewed [here](#). Errors and omissions are excluded.

All trademarks, brand names and product names are the property of their respective owners. All other trademarks or registered trademarks are the property of their respective owners.

All images are representative only; actual product/s may differ.