

NEW BALANCE BENEFIT GUIDE

March 2025



As an AIA Vitality member, you get 40% off New Balance online vouchers. This benefit guide will answer all your questions to ensure you can make the most of your New Balance online vouchers.

How does it work?

AIA Vitality members get access to 40% off four New Balance online vouchers each membership year. Online vouchers are available in denominations of \$100, \$200, and \$250.

Here's how it works:

- You purchase your New Balance online vouchers via the AIA Vitality app at 40% off.
- You then redeem your online vouchers via the New Balance online store when you make a purchase. The voucher denomination is what you have to spend on the New Balance online store.
- New Balance online vouchers are valid for 12 months from the purchase date.

This offer is not available to AIA Vitality Starter members.

aiavitality.com.au

See what you could save

Online voucher value*	How much you'll pay	How much you'll save
\$100	\$60	\$40
\$200	\$120	\$80
\$250	\$150	\$100

** You can purchase up to four online vouchers each membership year, capped at a total value of \$1,000.*

How do I purchase my online vouchers from AIA Vitality?

Follow these simple steps:

1. Open the AIA Vitality app and tap 'Rewards', then scroll down and tap 'New Balance'.
2. Tap 'Purchase online voucher'.
3. Carefully read the 'Important information pop up', then tap 'Purchase online voucher'.
4. Check your email address registered to your AIA Vitality account and if it is accurate, tap 'Proceed'.
5. Select the online voucher value and quantity you'd like to purchase, then tap 'Proceed'.
6. Enter your card details and tap 'Proceed'.
7. Review your order information, then tap 'Confirm and pay'.
8. You will receive confirmation in the app that your order was successful.

9. Your online voucher/s will be sent to your nominated email address.



Important information:

It's important to understand how and what you can purchase with your online voucher.

- Vouchers are for use on the Australian New Balance online store only.
- Only one online voucher can be used per transaction on the New Balance online store.
- If your total purchase value is less than the value of the online voucher any unused credit will be forfeited.
- If your total purchase value is more than the value of the online voucher, you will need to enter your payment details to complete the purchase.
- The online voucher value cannot be used for any shipping costs that may apply. You will need to enter your payment details to complete the purchase.
- Online vouchers are valid for 12 months from date of purchase.
- Online vouchers can only be used on full priced items.
- Online vouchers cannot be used in conjunction with any other offer, coupon, or promotion. This includes Sale and Clearance items, Black Friday sales, Boxing Day sales, Made in USA, Made in UK and limited time designer collaborations.

How do I use my online vouchers with New Balance?

Online vouchers purchased through the AIA Vitality app can only be used on the New Balance online store.

To use your online voucher, simply follow the steps below:

From your cart

1. Visit New Balance online store.
2. Select the items you'd like to purchase.
3. Open your online voucher, double tap the voucher number to copy. You'll need to paste this into the 'Promo code' field on the New Balance website.
4. You will be notified at checkout if the product/s you've selected are not eligible to purchase with your online voucher.
5. In the 'Order Summary', expand the 'Redeem Promo Code' section.
6. Input your online voucher code in the 'Promo Code' box, click 'Apply', then 'Checkout'.
7. Complete your shipping and delivery details, then click 'Continue to Payment'.
8. Select your Payment Method if required and follow the prompts to complete your purchase.

Please note, any shipping charges incurred are not covered by the online voucher.

Can I purchase all four discounted online vouchers in one go?

Yes, you can purchase all four online vouchers you're allocated at one time, via the AIA Vitality app.

Please note, your online vouchers are capped at a total value of \$1,000 per membership year.

Can I use multiple online vouchers in one transaction?

No, you are not able to use multiple online vouchers in one transaction on the New Balance online store. You can only use one online voucher per transaction.

Can I use my online voucher across multiple transactions?

No, you are not able to use one online voucher across multiple transactions. Your online voucher can only be used once and in a single transaction.

What if I don't use the full value of the online voucher?

The online vouchers can only be used in a single transaction. This means that any money leftover on the online voucher after you've made a purchase is forfeited.

For example, if you purchase an online voucher valued at \$150 but only spend \$140, the remaining \$10 will be lost.

We recommend planning your purchase before using your online vouchers. This way, you can utilise the entire value of the online voucher in a single purchase and get the most out of this benefit.



Need help?

For more information about this or any other benefit you receive through AIA Vitality, please call **1800 848 254** or email queries@aiavitality.com.au