

Special Terms and Conditions of BenefitWorld GmbH

Special Terms and Conditions of BenefitWorld GmbH for Bank Austria Account Holders

General Information

1. cashbackonline.at is a free bonus program offered by BenefitWorld GmbH (hereinafter referred to as "BenefitWorld"). BenefitWorld provides this program in cooperation with Bank Austria to all account holders who use their account for payment transactions (hereinafter referred to as "customers"). Participation in the program requires registration on the cashbackonline.at website.
2. Customers earn cashback for every purchase made through cashbackonline.at with up to 800 partner shops. The customer shops online via a partner shop and, after the cancellation and return periods have expired, receives a portion of the purchase amount back as cashback. The cashback amount varies depending on the partner shop and is displayed in the shop list on cashbackonline.at.
3. Eligible cashback is paid out after the respective cancellation and return periods (up to 90 days) on the 10th of the following month, either to the customer's Bank Austria account or, if chosen, to a selected charitable organization.

Requirements for Use

1. The customer must have internet access, a web browser, and a valid email address. After registering on cashbackonline.at, the customer can shop or book with selected partner shops. Cashback is only granted for purchases/bookings made via cashbackonline.at.
2. The customer must accept cookies (text files stored on their device). Cashback systems rely on cookies to track purchases across partner shops and assign cashback to the customer's account. Disabling cookies prevents the system from functioning. Disabling ad blockers is recommended to ensure proper tracking.

Costs

CashBack Online is provided free of charge. All services are free for Bank Austria customers.

Registration

1. Customers must register on cashbackonline.at by clicking “Register for free” and providing a valid email address.
2. The customer will receive a confirmation email. From that point on, all information will be sent via email.

Login

1. After registration, customers log in using their email address and chosen password.
2. If login details are incorrect, the customer can click “Forgot your password” and follow the instructions sent via email.

Consent to Receive Emails

BenefitWorld sends automatically generated emails necessary for operating the cashback portal (e.g., registration, password reset, account deletion). These emails cannot be unsubscribed from.

Shopping via cashbackonline.at

BenefitWorld offers access to up to 800 online shops and travel portals. After registering and logging in, customers can shop through cashbackonline.at. Cashback is only granted for purchases made via links from the platform.

Cashback

1. Cashback is funded through affiliate marketing commissions that BenefitWorld receives from partner shops. Up to 80% of these commissions are paid to customers as cashback according to the general terms and conditions.
2. Cashback accumulated and approved by the partner shop after the return period is automatically paid on the 10th of the following month to the customer’s Bank Austria account (via IBAN). Account details must be entered under “My Account” → “My Data” at least 2 working days before the first payout.
3. Cashback amounts depend on the partner shop. Percentage-based cashback is calculated on the net purchase value (excluding VAT and shipping). Fixed cashback amounts are independent of purchase value.

4. All transactions can be viewed under “My Account” → “My Transactions”.

Status explanations:

- **Recorded:** The purchase has been tracked (within minutes up to one day).
- **Available:** Confirmed after return period; ready for payout (up to 90 days; travel bookings 60–90 days after departure).
- **Requested:** Cashback has been requested and will be included in the next payout.
- **Completed:** Cashback has been paid out.
- **Cancelled:** Purchase was returned, cancelled, or rejected by the partner shop.

5. Only Bank Austria accounts used for payment transactions are eligible.

Donations

Customers can donate a portion of their cashback to charitable organizations. This can be set under “My Account” → “Donations”. Customers can choose between three organizations and donate 10%, 25%, 50%, 75%, or 100% of their cashback.

Missing Cashback Claims

If a transaction is not recorded under “My Account” → “My Transactions”, customers can submit a claim. The purchase must have been made via cashbackonline.at. Customers must provide all relevant details under “My Account” → “Missing Cashback”. Claims can be submitted from 2 days up to 8 weeks after purchase.

Transactions often appear within 30 minutes but may take longer depending on the partner shop.

Contact

Customers can use the contact form under “My Account” → “Contact” or email support@benefitworld.at.

BenefitWorld GmbH

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