

ZORICH GROUP



VIP & CLUB CARD TERMS & CONDITIONS

Privacy Agreement

Zorich Group takes your privacy seriously and endeavours to protect your details; no personal information will be distributed to any third party organizations.

We cannot take responsibility for undelivered marketing or products in which details provided by you were incomplete or incorrect. If your details are complete and correct, emails may be filtered through to your Spam or Junk email folders. It is your responsibility to be aware of this, however if you believe there is another issue please contact us by emailing rewards@zorichgroup.com.au or see a staff member in store.

1 Membership/Member Benefits

- 1.1 Loyalty vouchers are issued upon joining, for the member's birthday, on each 12 month anniversary and when the member spends \$500+ in one month. These vouchers must be used within 15 days of issue and with a minimum spend of \$50 on full priced items or \$100 on discounted items.
- 1.2 The Rewards card is not transferrable to any other person and can only be used by the person who has signed the card.
- 1.3 It is the card holder's responsibility to present their card at the time of purchase; if the rewards card is not presented during the transaction, credit cannot be earned and no member benefits obtained.
- 1.4 Zorich Group takes no responsibility for the redemption of credit or security of Rewards cards.
- 1.5 The Rewards card remains the property of Zorich Group.
Management reserves the right to specify exclusions and preconditions at any time, without prior notification.
- 1.6 Zorich Group Rewards card can be used at any Zorich Group Sportspower, JT Surf or Rivalry Urbanwear.
- 1.7 Rewards card holders may subject to exclusive VIP discounts and offers.
- 1.8 Reward cards cannot be used on any of the online stores.

2 Zorich Group Credit

- 2.1 For every \$10 spent, \$1 worth of credit will be added to your VIP or Club rewards card. This is exempt in conjunction with the following purchases: gift card, specific sale periods/offers/coupons, discounted items, lay-by
- 2.2 Points will automatically be cleared after 6 months of inactivity.
- 2.3 Every 12 months (from joining date) rewards points will be cleared to 0, and the card holder will receive a \$20 anniversary voucher.
- 2.4 Points can be earned and redeemed at all Zorich Group Sportspower, JT Surf and Rivalry Urbanwear stores.
- 2.5 Rewards card holders must spend an initial \$100 on their card before any credit can be redeemed.
- 2.6 Management reserves the right to select product items which can/cannot be used for earning and redeeming credit.
- 2.7 If an item is returned, the credit earned for this item will be reversed.
- 2.8 Credit cannot be earned/redeemed on any online stores.

3 Lost/Stolen Cards

- 3.1 Lost or stolen Rewards cards will incur a \$2 replacement fee. All details / credit will be transferred to the replacement card from the original.
- 3.2 Credit cannot be earned/redeemed without presentation of the card.

4 Cancelling Your Card

- 4.1 In order to cancel a Rewards card, either speak to a staff member at any Zorich Group store, or email 'STOP' to rewards@zorichgroup.com.au.

5 Communications

- 5.1 By signing up to the Rewards program, this permits Zorich Group to send offers, rewards and any marketing communications via the communication channels provided (i.e. email, SMS, direct mail).
- 5.2 Management reserves the right to change the terms and conditions without notification.

By signing the back of your Rewards card, you are agreeing to the terms and conditions of the Zorich Group Reward Program.