

## LIFESTYLE LOYALTY CLUB T & CS

Should you wish to become a *Lifestyle Loyalty Club* member, you need to visit Lifestyle Home Garden, collect a *Lifestyle Loyalty Club* card and register with your details at our in-store kiosk with our loyalty team. It is free to join the *Lifestyle Loyalty Club* and once you have registered, you will instantly become a *Lifestyle Loyalty Club* member and can start earning cashback onto your *Lifestyle Loyalty Club* card right away.

By registering as a *Lifestyle Loyalty Club* member you adhere to the following terms and conditions as set out by Lifestyle Home Garden.

All promotions and cashback rewards are as presented as per the discretion of the management of Lifestyle Home Garden. Terms and conditions are applicable as advertised in-store, on the Lifestyle Home Garden website and other related social media platforms.

We will ask for certain personal information to be provided during the registration process. This information that we ask you for, is purely for security and communication purposes. We will not violate your privacy and will always keep this information secure. If you wish to no longer receive correspondence, you will be able to opt out from our communication. Ultimately these forms of communication are used in order to enhance our customer service and marketing initiatives.

If your contact details change, please do inform us so that you can continue to receive the necessary communication and we can continue to provide the best possible service to you. We cannot be held responsible for misinformation if incorrect contact details are provided to us nor when contact details are not updated timeously.

If you fail to present your loyalty card during a transaction, we will require your personal details to be divulged in order for us to assist you in completing a card-less transaction. Without a valid loyalty card or complete personal details with proof of identification, a loyalty transaction cannot take place.

Distribution of tiered *Lifestyle Loyalty Club* cards is at the discretion of the Lifestyle Home Garden Management Team and subject to individual tier terms and conditions, as stipulated below:

In our continuous effort to provide the most enjoyable shopping experience for our customers - and following numerous customer queries - we have implemented a **2,5% cashback reward on seedlings** across all tiers every day. This includes flower, herb and veggie 6 pack, 30 pack and 128 pack seedling trays (excluding lawn and 10 and more discounted price).

## Green Loyalty Club Members

Green *Lifestyle Loyalty Club* members earn **2.5% cashback** (Rands back onto your loyalty card) on every shop that you do at Lifestyle Home Garden and Mica Lifestyle. This 2.5% cashback does not apply to products that are already on promotion and those excluded from the cashback system (bargain products, magazines, bulk prices – 10 and more seedling discount). Additionally, Green *Lifestyle Loyalty Club* members earn **10% cashback** (Rands back onto your loyalty card) on your shopping at Lifestyle Home Garden on Wednesdays for our weekly Lifestyle Garden Day. This 10% cashback does not apply to Mica products, products that are already on promotion and those excluded from the cashback system.

Green *Lifestyle Loyalty Club* members can earn **additional discounts** on selected already discounted items (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management) as well as **exclusive discounts** in the form of cashback on certain products, product groups, entire sections or even everything on certain days (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management).

## Pensioners

*Lifestyle Loyalty Club* Pensioners earn **5% cashback** (Rands back onto your loyalty card) on every shop that you do at Lifestyle Home Garden and **2.5% cashback** (Rands back onto your loyalty card) on every shop that you do at Mica Lifestyle and on flower, herb and veggie seedling trays. This 5% and 2.5% cashback does not apply to products that are already on promotion and those excluded from the cashback system (bargain products, magazines, bulk prices – 10 and more seedling discount). Additionally, *Lifestyle Loyalty Club* Pensioners earn **10% cashback** (Rands back onto your loyalty card) on your shopping at Lifestyle Home Garden on Wednesdays for our weekly Lifestyle Garden Day. This 10% cashback does not apply to Mica products, products that are already on promotion and those excluded from the cashback system.

*Lifestyle Loyalty Club* Pensioners can earn **additional discounts** on selected already discounted items (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management) as well as **exclusive discounts** in the form of cashback on certain products, product groups, entire sections or even everything on certain days (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management).

In order to receive a *Lifestyle Loyalty Club* Pensioners card you must adhere to the following conditions:

- You must be 60 years or older
- Proof of identification must be provided for a copy to made and kept on record

## V.I.P Members

*Lifestyle Loyalty Club* V.I.P members earn **15% cashback** (Rands back onto your loyalty card) on every shop that you do at Lifestyle Home Garden and **2.5% cashback** (Rands back onto your loyalty card) on every shop at Mica Lifestyle and on flower, herb and veggie seedling trays. This 15% and 2.5% cashback does not apply to products that are already on promotion and those excluded from the cashback system (bargain products, magazines, bulk prices – 10 and more seedling discount).

*Lifestyle Loyalty Club* V.I.P members can earn **additional discounts** on selected already discounted items (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management) as well as **exclusive discounts** in the form of cashback on certain products, product groups, entire sections or even everything on certain days (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management).

In order to receive a *Lifestyle Loyalty Club* V.I.P member card you must adhere to the following conditions:

- The yearly target for VIP customers is R100 000. You must spend in excess of R100 000 with Lifestyle Home Garden on a yearly basis in order to retain your VIP status and to receive the loyalty benefits associated with the tier.
- Regular purchases must be made in order for V.I.P members to retain your status. Following one year of unmet targets, cardholders must redeem/forfeit all your available cashback on your V.I.P card and then you will be transferred to the *Green Lifestyle Loyalty Club* card and you will automatically relinquish your V.I.P benefits.

## Landscapers

*Lifestyle Loyalty Club* Landscapers earn **20% cashback** (Rands back onto your loyalty card) on every shop that you do at Lifestyle Home Garden and **2.5% cashback** (Rands back onto your loyalty card) on every shop at Mica Lifestyle and flower, herb and veggie seedling trays. This 20% and 2.5% cashback does not apply to products that are already on promotion and those excluded from the cashback system (bargain products, magazines, bulk prices – 10 and more seedling discount).

*Lifestyle Loyalty Club* Landscapers can earn **additional discounts** on selected already discounted items (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management) as well as **exclusive discounts** in the form of cashback on certain products, product groups, entire sections or even everything on certain days (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management).

In order to receive a *Lifestyle Loyalty Club* Landscaper's card you must adhere to the following conditions:

- You must be an official landscaper or landscaping business
- You must register as an official landscaper/landscaping business with Lifestyle by completing the applicable forms, where after you will be registered on a landscaper's card and can enjoy the benefits of the tier.

- Regular purchases must be made in order for Landscapers to retain your status. Following one year of inactivity (purchases or redemptions), cardholders must redeem/forfeit all your available cashback on your landscaper card and then you will be transferred to the Green *Lifestyle Loyalty Club* card and you will automatically relinquish your Landscaper benefits.

## **Garden Club Members**

*Lifestyle Loyalty Garden Club* members earn **10% cashback** (Rands back onto your loyalty card) on every shop that you do at Lifestyle Home Garden and **2.5% cashback** (Rands back onto your loyalty card) on every shop that you do at Mica Lifestyle and flower, herb and veggie seedling trays. This 10% and 2.5% cashback does not apply to products that are already on promotion and those excluded from the cashback system (bargain products, magazines, bulk prices – 10 and more seedling discount).

*Lifestyle Loyalty Garden Club* members can earn **additional discounts** on selected already discounted items (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management) as well as **exclusive discounts** in the form of cashback on certain products, product groups, entire sections or even everything on certain days (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management).

In order to receive a *Lifestyle Loyalty Garden Club* members card you must adhere to the following conditions:

- You must be a member of a Garden Club recognised by Lifestyle Home Garden
- You must have paid your Garden Club fees in full
- All conditions as per your Garden Club terms must be adhered to in order for Garden Club members to retain your status. Following one year of unmet conditions, cardholders must redeem/forfeit all your available cashback on your garden club card and then you will be transferred to the Green *Lifestyle Loyalty Club* card and you will automatically relinquish your Garden Club benefits.

## **Students**

*Lifestyle Loyalty Club* Students earn **10% cashback** (Rands back onto your loyalty card) on every shop that you do at Lifestyle Home Garden and **2.5% cashback** (Rands back onto your loyalty card) on every shop that you do at Mica Lifestyle and flower, herb and veggie seedling trays. This 10% and 2.5% cashback does not apply to products that are already on promotion and those excluded from the cashback system (bargain products, magazines, bulk prices – 10 and more seedling discount).

*Lifestyle Loyalty Club* Students can earn **additional discounts** on selected already discounted items (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management) as well as **exclusive discounts** in the form of cashback on certain products, product groups, entire sections or even everything on certain days (as advertised in-store and via our social media platforms upon the discretion of Lifestyle Home Garden management).

In order to receive a *Lifestyle Loyalty Club* Students card you must adhere to the following conditions:

- You must be a registered full time or part time student at the Lifestyle College
- A copy of your proof of registration must be provided
- Once your course is completed you may apply to be moved to a *Lifestyle Loyalty Club* Landscapers card, if you pursue Landscaping as a career, where after you must redeem/forfeit all your available cashback on your student card and then you will be transferred over to your new card. If you do not enter the landscaping industry after your course is completed, you and your accumulated cashback will be transferred to a *Green Lifestyle Loyalty Club* card and you will relinquish your student benefits.
- All conditions must be adhered to in order for Students and Landscapers to retain your associated status. Following one year of unmet conditions, cardholders will be transferred to the *Green Lifestyle Loyalty Club* Card and will automatically relinquish your Student or Landscaper benefits (Please see Landscaper conditions as stipulated above).

Lifestyle Home Garden may adjust cashback rewards without prior notice. If you lose your card, there will be a R50 charge for a new card and to transfer your accumulated cashback and savings balance over to your new card. Cashback and savings balances may not be redeemed nor exchanged for cash.

Every individual card has a redeem limit of R5 000 and all *Lifestyle Loyalty Club* cards will automatically expire after 3 years of inactivity. Please note that proof of identification of cardholder can be requested by the cashier for any transaction or redemption done at Lifestyle Home Garden. If the providing of personal identification is refused, Lifestyle Home Garden may refuse the processing of the associated transaction.

## **Redeeming Procedure**

In order for you to redeem an available cashback or savings balance from your loyalty card, you must present your *Lifestyle Loyalty Club* card (applicable to all tiers) BEFORE your transaction is processed.

After every transaction at Lifestyle Home Garden you will be rewarded with your applicable percentage cashback based on your tier and the specials available on the specific day of the transaction (as detailed above). The loading of cashback can take up to 48 hours to process and to be made visible on your card balance and transaction history.

Once you have accumulated cashback, you will have money available for you to redeem at Lifestyle Home Garden. You must present your *Lifestyle Loyalty Club* card before the transaction takes place. You may then scan your products and redeem your cashback, either for the entire shopping cart or part of the shopping cart – depending on the cashback available on your card.

## **Credits and Returns**

When returning products, you will be given a credit for your shopping and accordingly the transaction will be reversed. Your slip from the specific purchase as well as your loyalty card must be scanned at the tills when receiving a credit. Thereafter, your cashback rewards will also be reversed for that specific transaction. If you would prefer, we can also credit your returns straight onto your *Lifestyle Loyalty Club* card by adding the credited amount to your savings balance. Please allow a maximum of 48 hours for this process to take place.

## **Personalised Customer Experience**

At Lifestyle Home Garden we strive to provide our customers with the most enjoyable and relevant shopping experience possible. As such, we encourage you to keep your *Lifestyle Loyalty Club* card purely for your own personal use, and discourage sharing of loyalty cards with friends and family. This way we can ensure that our communication is ultimately tailored to your needs and preferences specifically and not those of other shoppers.

Lifestyle Home Garden accepts no responsibility for loss, damage or exploitation of cards borrowed or shared amongst customers, in addition to the possible receiving of unnecessary and irrelevant communication.

## **Added Benefits**

As a *Lifestyle Loyalty Club* member you also receive additional benefits:

- It is completely free to join!
- You earn on every purchase; as long as you are spending money you are always earning. Even when you redeem on a transaction, as long as the redemption isn't for the full transaction amount, you will earn cashback (Rands back onto your loyalty card) on the amount unredeemed for.
- You can load money onto your *Lifestyle Loyalty Club* card - just like a savings account – think of it like your home and garden savings!
- You can view your complete transaction record at our in-store kiosk, allowing you to have proof of all your transactions and to help you follow your spending.
- You receive sms's every time you redeem, in order to help keep you in the know of your *Lifestyle Loyalty Club* redemption transactions.
- Your Lifestyle Home Garden transaction slip will always contain your savings balance as well as your cashback balance so that you always know how much cashback you have accumulated and what money you have available to redeem.
- We create and customise our *Lifestyle Loyalty Club* just for our customers; providing personalised and relevant communication with clearly thought out benefits and pertinent savings, just for you.

## **Gift Cards**

Our Lifestyle Gift Cards are readily available for our customers to purchase and load with any amount of money to be spent at Lifestyle Home Garden and Mica Lifestyle. When loading a Gift Card, or alternatively when redeeming a Gift Card, we request that the cardholder register the Gift Card with your personal details. By doing so, the Lifestyle Home Garden team can ensure that your card is trackable and that your money ultimately remains safe and secure. With personal details registered, we are able to track and cancel a lost or damaged card and accordingly transfer your money onto a new Gift Card or *Lifestyle Loyalty Club* card if you so wish. Without personal details, the Gift Card is untraceable and we accept no responsibility for such lost or damaged cards.

You do not earn any cashback rewards on Lifestyle Gift Cards. If you receive a gift card and want to spend with Lifestyle Home Garden and earn rewards as you do so, simply register as a *Lifestyle Loyalty Club* member and we will transfer your balance from your Gift Card onto a *Lifestyle Loyalty Club* card so that you can start earning *Lifestyle Loyalty Club* rewards as stipulated above.

**Please note that the terms and conditions as stipulated above are subject to change by Lifestyle Home Garden management without prior notice. This includes, and is not restricted to, tier percentages and tier conditions.**