

Retail Chain Loyalty Points Redemption Guidelines

Overview

Our loyalty program allows members to redeem accumulated points for exclusive rewards and discounts across our retail outlets. These guidelines explain eligibility, redemption processes, and terms of use.

Eligibility

- Active membership in our loyalty program is required.
- Points are non-transferable and linked to your registered account.
- Membership must be in good standing without any violations.

How to Redeem Points

1. Log into your loyalty account at checkout or online.
2. Select available rewards based on your current points balance.
3. Confirm your redemption; points will be deducted instantly.
4. Upon redemption, present your digital/member ID at the cashier for in-store claims.

Redemption Options

- Discount vouchers valid for future purchases
- Exclusive products or gift items
- Partner offers (e.g., dining, entertainment)

Terms and Conditions

- Points cannot be redeemed for cash.
- Redemption is subject to product availability and current offers.
- Expired points cannot be reinstated.
- The company reserves the right to amend terms without prior notice.

Customer Support

For questions or assistance, contact customer support via our website or visit any store location.