

# Retail Chain Loyalty Program - Frequently Asked Questions

## What is the Retail Chain Loyalty Program?

Our Loyalty Program rewards customers with points for every purchase, which can be redeemed for discounts or exclusive offers.

## How do I join the Loyalty Program?

You can join by signing up online or in-store during checkout. Membership is free and open to all customers.

## How do I earn points?

Points are earned with every purchase. Simply present your loyalty card or registered phone number at checkout to collect points.

## How can I check my points balance?

Log in to your account on our website or app, or ask a staff member in-store to check your balance for you.

## How do I redeem points?

At checkout, let our staff know you want to redeem points. You can use them for discounts or special rewards based on your balance.

## Do my points expire?

Points expire 12 months after they are earned. Be sure to use your points before they expire.

## Can I combine points from multiple accounts?

No, points cannot be transferred or combined between accounts. Each account must be used by a single individual.

## Who do I contact for help with my Loyalty Program account?

If you need assistance, please contact our customer service team via our website, app, or by visiting any of our store locations.