

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.