

TRADE REWARDS CARDS

Terms & Conditions

1. NATURE OF THE AGREEMENT

1.1 This agreement (Agreement) is between you (Customer Member) and the store at which you applied for membership (Store) to the Mitre 10 Tradie Rewards Program (Program). The Store is a member of the Mitre 10 Group and participates in the Program administered by Mitre 10 Australia Pty Ltd (ABN 98 009 713 704).

1.2 Members of the Program can earn and redeem Points and receive certain rewards, benefits, discounts or special offers as offered by the Costa's Mitre 10 Australia from time to time.

2. BECOMING A MEMBER

2.1 In applying for and using the Card the Customer Member agrees to be bound by these terms and conditions, as varied from time to time, and any terms and conditions issued by the Store (available on request).

2.2 The Store may refuse to accept a person as a Member of the Program at its discretion.

3. ACCEPTANCE

3.1 Once your Tradie Rewards Account has been activated you will receive a Welcome email that will include specials and exclusive offers to Tradie Reward Customers.

4. NON-ACCEPTANCE

4.1 If you do not wish to accept these conditions, please return the card to the store at which you received it.

5. EARNING POINTS

5.1 On presentation of your Card, you will automatically earn Tradie Rewards Points with every qualifying purchase made at Costa's Mitre 10 stores selected during your initial application.

5.2 You will earn 3 Tradie Rewards base points for every full \$1 dollar spent. For example if you purchase \$20.00 you will earn points on the \$20.00 being 60 points. If you purchase \$19.85 you will earn points on the \$19 being 57 points.

5.3 Points may be earned on any purchase, excluding Gift cards, Truss or Wall products, Services, or other products as specified by Costa's Mitre 10 store. Please refer to your nominated store for the full list of excluded products or services.

5.4 Points cannot be earned or redeemed at any other Mitre 10 store unless it was clearly specified in your application brochure that your card can be used at other locations. From time to time you may also earn Bonus Points with every qualifying purchase made during a special promotion run by the Store, which will be communicated to you.

6. USING POINTS

6.1 Your purchases will accrue bonus points, which will be given to you every 6 months as a gift voucher (Max \$\$750).

6.2 You should check any restrictions that may be in place before redeeming your Tradie Rewards Points.

6.3 Tradie Rewards Points cannot be redeemed for cash and you cannot redeem Points at any other Mitre 10 store unless it was clearly specified in your application brochure that you could redeem Points at other locations.

7. POINTS EXPIRY

7.1 Tradie Rewards Points will expire in 1months from the date of the gift voucher unless redeemed prior.

8. REFUNDS

8.1 If you obtain a refund for any goods purchased where you have earned Tradie Rewards Points, the total amount of Points earned will be deducted from your Tradie Rewards account.

9. CARDS

9.1 The Card is not a credit card or charge card, is not transferable (except that the Customer Member may permit their immediate family to use the Card), and remains the property of Costa's Mitre 10.

9.2 Customer Members must immediately notify the Store if they change their address to update their address details.

9.3 Customer Members must immediately notify the Store if their Card is lost or stolen or if an unauthorised transaction takes place in relation to the Card.

9.4 To the extent permitted by law, the Store and Mitre 10 are not liable for any delay in replacing a Card or for any unauthorised use of the Card.

10. PRIVACY

10.1 You are required to provide personal details to allow Costa's Mitre 10 to contact you on any general Program information that needs to be communicated to you.

10.2 From time to time Costa's Mitre 10 will send you promotional information such as details of points that may be expiring, exclusive member rewards, benefits, discounts or special offers as offered by the Costa's Mitre 10. You have the option of selecting either EMAIL or SMS/MMS, or both forms of promotional communication. If you wish to amend any details please contact Costa's Mitre 10 Hoppers Crossing Branch.