

# **Jumpers Lane Loyalty Card Terms & Conditions**

## **GENERAL**

1. Jumpers Lane reserves the right to alter or change operational conditions of the Loyalty card programme or to terminate it at any point. In the event of programme termination, Jumpers Loyalty points will remain valid for 30 days.
2. In the event you wish to opt-out of the of the Jumpers Loyalty programme, please email Jumpers Lane at [Info@jumperslane.co.za](mailto:Info@jumperslane.co.za) or contact Jumpers Lane at 082 303 6166.
3. Any abuse whatsoever of the Jumpers Lane Loyalty card by any person constitutes a criminal offence and Jumpers Lane reserves the right to cancel such person's Loyalty and withhold all Jumpers Loyalty points from her/his account. Incorrect or invalid cards or card numbers will not be awarded Jumpers Loyalty points.
4. Being registered as a member of the Jumpers Lane Jumpers Loyalty programme irrevocably signifies your agreement to the above Terms and Conditions. Jumpers Lane, its organisers, promoters, partners or agencies do not bear any responsibility or liability for any loss, damage, injury, accident, death or asset damage howsoever arising from inclusion or participation in the Jumpers Loyalty programme.

## **YOUR PERSONAL DETAILS**

5. You are required to submit your valid South African ID (or for Non-South African Citizens Passport Number) to register. By providing Jumpers Lane with your personal information, you give Jumpers Lane permission to send you information regarding its Jumpers Loyalty programme via telephone, email, post, mail and physical delivery.
6. The Jumpers Lane Loyalty card is issued by and remains the property of the Jumpers Lane Group or any of its subsidiary or associated companies. Jumpers Lane reserves the right to decline, issue and withdraw the Loyalty card at any time.
7. By providing Jumpers Lane with your personal information and by opting in to communications, you give Jumpers Lane permission to send you information regarding its Jumpers Loyalty programme via telephone, email, post, mail and physical delivery.
8. A valid cell phone number, and/or postal address, and/or email address will be required from each holder of a Jumpers Lane Loyalty card for all communications. No communication will be sent to phone numbers, postal addresses or email addresses outside South Africa.

9. In the event you wish to opt-out of Jumpers Lane communication, please contact Jumpers Lane at 082 303 6166.

## **LOYALTY CARD**

10. The Jumpers Lane Loyalty card is issued by and remains the property of the Jumpers Lane. Jumpers Lane reserves the right to decline, issue, re-issue and withdraw the Loyalty card at any time.
11. The Jumpers Lane Loyalty card is not transferable.
12. There is a Jumpers Lane wallet (Wallet) pre-loaded on your Jumpers Lane Loyalty card. The Wallet will be activated for all registered Loyalty cards when you do a top-up at a till point. The Wallet can be used as a valid tender on all JUMPS but may not be redeemed for cash or kiosk purchases and no credit balance will be given as cash.
13. Your Jumpers Lane Loyalty card will be used as a Store card should you apply and be granted the facility.
14. For all lost, stolen or defaced cards, contact Jumpers Lane at 082 303 6166. You can instruct Jumpers Lane to block/deactivate your lost, stolen or defaced card and request a new card.
15. Remember that it is your responsibility to safeguard your Jumpers Loyalty Card. In the event of someone else using your username and password to make changes to your profile or transact on your behalf, you will be held responsible for the changes and the outcome thereof.
16. Users may only have one active Loyalty card, which is linked to one Jumpers Loyalty points account. Your card can however be linked to several members in the family via biometric identification.
17. Jumpers Loyalty points, switched monetary value and funds in the Wallet attached to the lost/blocked/defaced card can be transferred to your new card. Jumpers Lane cannot be held liable for loss of Jumpers Loyalty points or monetary value.

## **EARNING Jumpers Loyalty POINTS**

18. To earn Jumpers Loyalty points for transactions, the customer must present their Jumpers Lane Loyalty card at Jumpers Lane points of sale for the transactions to be recorded. If no card is presented at point of sale before payment, Jumpers Loyalty points will not be earned for the transaction. Furthermore, it is not possible to earn

Jumpers Loyalty points retrospectively for transactions in the past where the Loyalty card has not been presented.

19. ***For every ten South African Rands spent, one jumper's loyalty point will be earned.***

20. Jumpers Lane reserves the right at any time to exempt certain products from earning Jumpers Loyalty points or receiving discounts at its discretion.

21. Opportunities to earn extra Jumpers Loyalty points will be given at Jumpers Lane's sole discretion.

## **USING YOUR JUMPERS LOYALTY POINTS**

22. Upon having collected your first Jumpers Loyalty points, you will be able to switch your Jumpers Loyalty points to **Jumpers Lane Jumps** or donate your Jumpers Loyalty points to your choice of pre-selected charity organisation. You can save as many as you wish. You can only donate in units of 100 loyalty points.

23. Jumpers Lane reserves the right to change the conversion value of Jumpers Loyalty points at its discretion. Jumpers Lane will notify their loyalty customers in advance if such a change should occur.

24. Jumpers Loyalty points will be valid for 12 months. Jumpers Lane reserves the right to close any Loyalty account that has been inactive (no Jumpers Loyalty points earned, switched or donated) for a period of 12 consecutive months. Jumpers Loyalty points and money attached to closed accounts will be forfeited.