



Rewards

Terms & Conditions of Shazly Rewards Programme

Introduction

1. Shazly Rewards is a loyalty reward program owned and managed by Shazly Limited, trading as salon@shazly ("the Manager").
2. Shazly Rewards program entitles Members to earn Shazly Rewards Points ("Rewards Points") on purchases made or offered from salon@shazly ("the Salon") in accordance with these Terms and Conditions (the "Terms").
3. Reward Points have no cash or monetary value and are non-transferable and non-assignable.

Membership

4. Membership of the Shazly Rewards program is free and is only available to clients of the Salon.
5. Regular clients of the Salon are invited to join the program at the sole discretion of the Manager.

Cards

6. Each Member will be issued with a Shazly Rewards Card ("the Card").
7. Each Card issued will at all times remain the property of the Manager, are non-transferable and must not be copied or reproduced in any way, and on the termination of membership must be returned to the Manager if requested.
8. Each Card will bear Shazly logo and will be personalized to the Member with the Member's name and a unique identification number.
9. Each card will have an expiry date and the Member must not use the Card after the expiry date.
10. The Manager must be notified immediately by the Members of any lost or stolen Cards. The Manager will suspend that Card, issue a replacement Card to the Member, transfer any unused Reward Points balance (as at the date the notification is actioned) to that new Card and delete the lost or stolen Card from the system.

Earning Rewards Points

11. Rewards Points may be earned as soon as the Member has possession of his/her Card.
12. Rewards Points may be earned every time a Member makes a purchase from or offered by the Salon by presenting his/her Card before making payment for the goods or services purchased or offered.
13. The current Rewards Point rate is 100 per cent of all good and services purchased or offered from salon@shazly. That means each Member will get one point for every dollar he/she spends.
14. Rewards Points cannot be earned on purchases paid for by the redemption of existing Rewards Points.

15. No Rewards Points can be earned on an "EFTPOS cash-out" transaction. That means if a Member wishes to make a purchase and get cash-out, points will be awarded on the full amount of purchase less the cash-out amount.
16. Rewards Points cannot be earned on discounts offered by salon@shazly. That means if a Member wishes to make a purchase and get a 25 per cent discount, points will be awarded on the full amount of purchase less 25 per cent.
17. Rewards Points must be recorded at the time of the purchase and cannot be credited to a members account in arrears or at any time following the purchase.
18. Rewards Points cannot be earned after the Member has ceased to participate in the Shazly Rewards program for whatever reason.
19. Members can report any alleged discrepancies in their account to the Manager who will investigate the position. However in the case of any dispute the Manager's decision is final and binding.
20. A record of all Rewards Points earned by each Member will be kept in the Member's account maintained by the Manager.
21. Statements will not be automatically sent to Members. Members can request their account balance by contacting the Salon on (04) 566 1133 or by e-mail admin@shazly.co.nz. The Receptionist (or Stylist or Manager) will ask security questions before accessing the Member's personal information.

Redeeming Rewards Points

22. Redemption of Rewards Points can only take place provided:
 - (a) There is a sufficient balance to purchase any rewards listed on the Rewards Catalogue (which is found on salon@shazly website www.shazly.co.nz). The Catalogue is updated from time to time, without notice;
 - (b) The rewards listed in the Rewards Catalogue are available from or offered by the Salon; and
 - (c) A stylist is available to offer the reward where the reward is a hairdressing service.
23. No partial redemptions are allowed under Shazly Rewards program.
24. The Member must advise the Receptionist or Stylist who serves the Member to redeem points before completing the relevant transaction.
25. Reward Points cannot be used to purchase goods or services following the completion of a transaction in respect of those goods or services.
26. On redemption of any Reward Points the Member's Reward Points balance in his or her account will be reduced accordingly with the earliest earned Rewards Points being deducted first.
27. The Manager may redeem points on behalf of a Member and present the reward when the account balance exceeds a level acceptable to the Manager.

Points Expiry & Deductions

28. The Manager may deduct Reward Points where:
 - (a) The Rewards Points are credited to a member's account in error or fraudulently; and
 - (b) The Rewards Points were earned in respect of a transaction which was later voided, cancelled or refunded.
29. Rewards Points which remain unused will automatically expire on the expiry date on the Card or when the Member no longer requires or purchases products or services from the Salon for more than 12 weeks.

Acceptance of Terms and Conditions

30. The use of the Card by a Member constitutes acceptance of these Terms by the Member. By utilizing a Card the Member agrees that the Terms may be altered from time to time with or without prior notification to the Member.
31. Should any Member wishes to cease his/her membership, he/she must notify the Manager and return the Card to Manager if requested.
32. It is the responsibility of every Member to ensure that their profile and personal details provided to the Manager are complete, accurate, not misleading and up-to-date at all times.
33. Membership may be terminated by the Manager without notice at anytime and without reason. In particular membership will be terminated if the Member fails to comply with the Terms or, in the sole opinion of the Manager, abuses the privileges afforded by the Shazly Rewards program.

Privacy Policy & Use of information

34. Shazly Rewards program respects Members' privacy and has policies in place with respect to using personal information collected from Members.
 35. With regard to email communication the Manager will offer easy opt-out options as stated in the Direct Marketing Code of Practice and the Unsolicited Electronic Messages Act 2007.
 36. Members are entitled to request (in writing) any personal details held on file in accordance with the Privacy Act 1993.
 37. The Manager will never sell or pass on a Member's information to any other company, business or other organization (unless required to by law).
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