

Loyalty Program Terms

Thank you for reviewing the terms ("Terms" or "Rules") for the Abed Tahan Loyalty program (the "Program"). These Terms are between you and Abed Tahan Stores, ("Abed Tahan" or "us") and govern our respective rights and obligations. These Terms incorporate by reference our Conditions of Use and Privacy Policy, as well as all other applicable terms, conditions, limitations and requirements. The Terms, together with applicable terms related to any promotional offers provided to you for use with the Program, constitute the entire agreement between you and Abed Tahan Loyalty related to the Program. By enrolling, and continuing to use the Program, you accept these terms, conditions, limitations and requirements. We may make changes to these Terms or terminate the program. If we make material changes or terminate the Abed Tahan program, we will notify you by e-mail and/or post the new terms at www.abed-tahan.com

- **E-Mail**

To receive information about rewards and updates about program changes, you must provide and maintain a valid e-mail address and promptly update your account with any changes and you acknowledge that Abed Tahan will communicate with you about program changes, rewards and promotional materials.

- **Participating Properties**

The AT loyalty membership is valid at Abed Tahan retail stores (7 showrooms) and www.abed-tahan.com

- **Redemption Opportunities**

Redemption may be done at Abed Tahan retail stores and www.abed-tahan.com
 Rewards are activated upon the entry of a unique code sent by SMS provided upon registration. Reward valid must be used right after the unique code is sent by SMS, on the same day.
 Points and rewards are not applicable on discounted and promotional items, in addition to mobile phones above \$300.
 Points and rewards are not transferable and may be used only by the member to whom issued, and it have no cash value.
 For every 1,000 points you will receive a \$10 reward on white goods, small appliances, personal care, homeware, safes and fitness, excluding mobile phones above \$300. These 2 rules are applicable for regular and VIP memberships.

- **Receiving Points**

You will collect points on products you purchase for your personal use at any of Abed Tahan branches through the Loyalty Program, as follow:

- 1- Regular customers: \$1 -> 1 point
- 2- VIP customers: \$1 -> 1.2 points

- **Non-Qualifying Purchases**

Purchases made prior to becoming a member, instant rebates, pre-orders at the time of deposit (the points will be awarded at the time of final payment or at the time you pick up the product), purchases paid with Abed Tahan gift card, commercial purchases, other excluded charges, certain items that are excluded in particular promotions, mobile phone above \$300, spare parts, and service charges such as delivery, installation and repair.

- **How to be a member of Abed Tahan Loyalty program**

You become an AT loyalty program member after any purchasing from Abed Tahan branches or from the website.

You become an AT VIP program member if 1 of the below conditions is applied:

- By spending \$4,000 at Abed Tahan or www.abed-tahan.com within a period of 12 month (consecutive); per example: from March 2016 till February 2017.
- If the total purchasing amount exceeded \$15,000.
- If you qualify for AT VIP status or if you are invited to join.

If you return an item in a qualifying purchase for which you received points, we will deduct the corresponding number of points from your account.

Abed Tahan may choose to confer the AT VIP Loyalty Customer status upon others based on certain purchase behaviors or other nondiscriminatory criteria (dates and benefits may vary for people who are invited to join).

Points expire 2 years after the last purchase date.

- **How to Keep Your Account Active**

To remain eligible for the Program, you must maintain an active account. Account activity means a qualifying purchase made with your AT membership, issuance of Abed Tahan program points for incented actions (example: check-in).

If your account is inactive for 2 years after the last purchase, we will terminate it. If you wish to be a member in the Program after you are terminated, you must create a new AT loyalty account.

If a purchase is made after 2 years of inactivity and a new account is not opened, point accruals may be lost.

- **Resellers**

Resellers are excluded from the program and from receiving points. If we mistakenly issue points for resale purchases, we reserve the right to deduct those improperly awarded points.

If you are found, in our sole discretion, to be a reseller, your account may be terminated.

- **Non-Qualifying Redemptions**

The following items are considered non-qualifying redemptions for which reward may not be redeemed: Prior purchases, purchases made for resale, any online transaction that contains the purchase of a Abed Tahan gift card, sales tax, service charges, commercial purchases. Other exclusions may apply.

- **Limitations**

You may not transfer or assign your Program membership or any Program benefits. Only one program membership will receive points in any one transaction. Membership cards, points, and rewards have no cash value and may not be transferred. Additional restrictions may apply to Abed Tahan employees.

- **Membership Cancellation**

You may cancel your membership in the Program at any time by e-mail or phone.

If your membership is canceled (either by you or by Abed Tahan), you will lose any remaining points.

If your account has a negative points balance, we may immediately cancel or reverse any or all outstanding points as well as issued reward certificates.

We also reserve the right to deny future membership if we deem your conduct to violate these Terms.

Our failure to insist upon or enforce your strict compliance with these Terms will not constitute a loss of any of our rights.

- **Member Communications**

For information about your membership, contact Abed Tahan by e-mail or phone with your member ID.

We may, in our discretion, change these Terms, www.abed-tahan.com Conditions of Use or Privacy Notice, or any aspect of Program membership. If any change to these terms is found invalid, void, or for any reason unenforceable, that change is severable and does not affect the validity and enforceability of any remaining changes or conditions. YOUR CONTINUED MEMBERSHIP AFTER WE CHANGE THESE TERMS CONSTITUTES YOUR ACCEPTANCE OF THE CHANGES. IF YOU DO NOT AGREE TO ANY CHANGES, YOU MUST CANCEL YOUR MEMBERSHIP.

❖ Below are the Loyalty Program Redeem rules

- 1) Available points are converted into \$ value by dividing the number of points / 100
Ex: if customer has 3,500 points → Value \$ = $3,500/100 = 35.00\$$
- 2) To redeem, All selected gifts must be in a separate invoice. (Different from the awarded invoice) AND must be invoiced at full selling price.
- 3) When invoiced redeemed gifts will not get any point.
- 4) If gift selling price exceeds the gift amount available, customer could pay the difference in cash.
- 5) Gift item could not be returned. However it could be exchanged with an equal or high value item, in which case price difference must be acquitted.