

## PAWS CLUB REWARDS TERMS & CONDITIONS

Welcome to Paws Club Rewards loyalty programme operated by Whiskers N Paws Limited ("WNP", "we" or "us") in Hong Kong (the "programme"). Please read these terms and conditions carefully. By joining and participating in the programme, members agree to have read and understood the terms of this agreement, and agree to the below terms.

Terms and conditions are subject to change, alterate, substitute or terminate by WNP in its sole discretion at any time. In case of disputes, WNP reserves the right of final decision.

The English version of these Terms & Conditions shall prevail in the event of any discrepancies between the Chinese and English versions.

### 1. MEMBERSHIP ENROLMENT

- 1.1. To join the programme, member must have a valid email address and a valid Hong Kong mobile number. It is the member's responsibility to keep WNP updated if email address and mobile number or other contact information changes. WNP cannot be held responsible for any loss of Points or Rewards incurred as a result of out-of-date information.
- 1.2. Each Member is only entitled to one programme account. WNP reserves the right to refuse, merge or close additional accounts at any time.
- 1.3. Membership is for personal use only and it is in WNP sole discretion to refuse any applications or terminate a membership and/or cancel or reduce Points at any time if member's transactions seem to be excessive and/or are for commercial or non-domestic purposes or subject to onward sale or delivery.
- 1.4. Programme's account, Rewards and Points, in whatever form, are issued by and remain the property of WNP.
- 1.5. By creating an account, member agrees to join the programme and receive communications at the email address provided.
- 1.6. The programme is a tier-based programme determined by the accumulated minimum spend amount a member has reached in rolling 12 months on eligible purchases and through qualifying activities, beginning on the date when you enrol. There are 4 tiers with associated benefits:

Tier 1 [PAL]	Any Purchase
Tier 2 [BESTIE]	Accumulate minimum spend of HK\$7,500
Tier 3 [BFF]	Accumulate minimum spend of HK\$15,000
Tier 4 [FAM]	Accumulate minimum spend of HK\$30,000

When you join the programme, you'll automatically enrol in Tier 1 [PAL] membership and be eligible for all the benefits Tier 1 members receive.

Once you accumulate minimum spend of HK\$7,500, your membership automatically upgrades to Tier 2 [BESTIE].

If you accumulate minimum spend of HK\$15,000, your membership automatically upgrades to Tier 3 [BFF].

If you accumulate minimum spend of HK\$30,000, your membership automatically upgrades to Tier 4 [FAM].

Your status in a particular tier is valid for the rolling 12 months in which you qualify for during that tier. For example, once you have qualified for Tier 2 [BESTIE], you will maintain [BESTIE] status for 12 months. However, if your accumulate minimum spend is less than HK\$7,500 during the 12 months period, you will return to Tier 1 [PAL] status.

## 2. POINTS

- 2.1. Members will receive Rewards Points ("Points") on their member account through (i) WNP in-store purchases and/or services, and (ii) online purchases at wnp.com.hk. Additional terms, requirements and details for earning Points are:
  - 2.1.1. **Purchases:** Purchases of merchandise and/or services (after promotional offers, before taxes and shipping charges have been applied and minus returns, refunds or credit adjustments, rounded to the nearest dollar) made at WNP in-store or online are entitled to Points accrual and tier status. Purchases must be made while using the email address shared in the member's profile or present your member account details at checkout.
  - 2.1.2. **Earn Points for completing "Follow Us on Instagram":** Member earn 200 Points when selecting 'Follow' on WNP's Instagram account. Points will be awarded to the Member's account within three [3] days. Points will only be awarded once during the duration of membership.
  - 2.1.3. **Earn Points for completing "Like Us on Facebook":** Member earn 200 Points when selecting "Like" on WNP's Facebook page. Points will be awarded to the Member's account within three [3] days. Points will only be awarded once during the duration of membership.
  - 2.1.4. **Earn Points for every "Product Review":** Member will earn 50 Points when completing every product review sent through email invitation (total maximum of 26 times for the rolling 12 months). Points will be awarded to the Member's account within three [3] days.
  - 2.1.5. **Earn Points for every "Friend Referral":** Member will earn 500 Points when referring every friend to complete a WNP order. Points will be awarded to the Member's account within three [3] days.
- 2.2. Processing of Points: Points accumulated through Purchases and/or Services will be processed and awarded to the Member's account within three [3] days after (i) in-store purchases and/or services or (ii) the wnp.com.hk ship date.
- 2.3. Points Balance: Members can check Points balance at any time by logging into the Paws Club Rewards page.
- 2.4. Points have no cash value and cannot be exchanged for cash.
- 2.5. Points will be removed from member's balance for any transactions with returned or refunded products and/or services.
- 2.6. Points will expire if the account is inactive for 12 months. All expired Points will be reset by the system without notification and will not be returned.

### 3. TIER BENEFITS

3.1. **Tier Benefits:** Benefits are based on tier level achieved. Tier benefits will be rewarded automatically into your account or rewards and/or rewards code will be sent to the email address shared in the member's profile.

- Tier 1 [PAL]: Any Purchase
  - 1x Point Per HK\$1 spending
  - Member Birthday Reward\* (valid once per 12 month membership)
  - Pet Birthday Reward\*\* (valid once per 12 month membership)
  
- Tier 2 [BESTIE]: Accumulate minimum spend of HK\$7,500
  - 1.25x Point Per HK\$1 spending
  - Member Birthday Reward\* (valid once per 12 month membership)
  - Pet Birthday Reward\*\* (valid once per 12 month membership)
  - Tier Upgrade Gift (valid once per upgrade)
  
- Tier 3 [BFF]: Accumulate minimum spend of HK\$15,000
  - 1.5x Point Per HK\$1 spending
  - Member Birthday Reward\* (valid once per 12 month membership)
  - Pet Birthday Reward\*\* (valid once per 12 month membership)
  - Tier Upgrade Gift (valid once per upgrade)
  - Exclusive Experience & Services
  
- Tier 4 [FAM]: Accumulate minimum spend of HK\$30,000
  - 2x Point Per HK\$1 spending
  - Member Birthday Reward\* (valid once per 12 month membership)
  - Pet Birthday Reward\*\* (valid once per 12 month membership)
  - Tier Upgrade Gift (valid once per upgrade)
  - Exclusive Experience & Services

\*Member Birthday Reward's rewards code will be sent to the email address shared in the member's profile. Rewards code will expire 30 days upon redeemed date. Birthday Reward will only be shared if you have completed filling in your birthday information on Paws Club Rewards member's profile page. Member Birthday Reward is valid once per 12 month membership.

\*\*Pet Birthday Reward with the rewards code will be sent to the email address shared in the member's profile. Rewards code will expire 30 days upon redeemed date. Pet Birthday Reward will only be shared if you have completed filling in your pet's birthday information on Paws Club Rewards profile page. Pet Birthday Reward is valid once per 12 month membership.

#### 4. REDEEMING POINTS

- 4.1. Points are redeemable to be used at WNP in-store or online.
- 4.2. Redeem Points for Online use:
  - 4.2.1. **“Free Shipping”**: Member may redeem a “Free Shipping” reward with 2000 Points and enter the rewards code upon checkout on WNP website.
  - 4.2.2. **“HK\$100 Off”**: Member may redeem a “HK\$100 Off” reward for online and in-store purchase with 3500 Points and enter the rewards code upon checkout on WNP website, OR present the rewards code to WNP staff upon in-store checkout. Rewards code can only be used upon HK\$500 spending and excluding pet food.
  - 4.2.3. **“Free Self-Dog Wash”**: Member may redeem a “Free Self-Dog Wash” reward with 3500 Points and use the rewards code to book an appointment online. WNP will donate HK\$100 on behalf of the member towards WNP Community Work.
- 4.3. Redeem Points for In-store use:
  - 4.3.1. **“Free Coffee”**: Member may redeem a “Free Coffee” reward with 1000 Points at WNP in-store.
  - 4.3.2. **“HK\$100 Off Grooming”**: Member may redeem a “HK\$100 Off Grooming” reward with 3500 Points at WNP in-store.
- 4.4. WNP may, at any time and without notice, change the Points earning and redemptions procedures and offerings, including the conversion rate between Points and Rewards.
- 4.5. Only one reward can be used per transaction.
- 4.6. Redeemed rewards cannot be used in conjunction with other promotions, offers or discounts.
- 4.7. Redeemed rewards have no cash value and cannot be exchanged for cash.
- 4.8. Redeemed rewards will expire 30 Days after redemption.

#### 5. OPT OUT

- 5.1. Participation in the programme is voluntary and member may withdraw at any time by writing to [customer@wnp.com.hk](mailto:customer@wnp.com.hk). In the event a member opt-out of the programme, member will not be able to access Points, Rewards or other benefits.

#### 6. NO TRANSFER

- 6.1. Neither programme benefits nor Member accounts may be merged, transferred, purchased, sold, assigned, auctioned or traded, including, without limitation, by death or as part of a domestic relations matter. Doing so will void the Member account. Programme Points, Rewards and/or benefits have no cash value and are not exchangeable for cash. Points and spending records are non-transferrable, cannot be merged or combined from different membership accounts in any condition.