

LOYALTY PROGRAM POLICY v2

Policy last updated: January 13th, 2024

BY PURCHASING OR SELLING THROUGH OUR WEBSITE, YOU AGREE TO OUR TERMS OF SERVICE AND ALL THE POLICIES STATED ON OUR SITE. WE COLLECT YOUR PERSONAL INFORMATION TO CREATE A LOYALTY ACCOUNT. FOR DETAILS ON INFORMATION COLLECTION PLEASE SEE “INFORMATION COLLECTION POLICY”

1. Perks of Loyalty Account

By joining our loyalty account, you may be eligible for discounts on your purchases, free tournaments, free food, gifts, and the ability to join our company gatherings and events. Please be aware that participation in our events is at your own risk, and Sunny Hobbies holds no liability for any injuries, illnesses, or unfortunate incidents that may occur during the event.

For exact details of loyalty perks, please see our Loyalty Program page.

- Tier 1: Gold – 1000CAD historical purchases
- Tier 2: Platinum – 5000CAD historical purchases
- Tier 3: Diamond – 10000CAD historical purchases

2. Purchases eligible for loyalty account

- All usage of third-party discount codes is not eligible for loyalty discounts or loyalty perks.
- Consignment service purchases, sales, and grading are eligible for historical loyalty purchase logs at reduced amounts.
- Payment of taxes, payment processing fees, and shipping is not eligible for historical loyalty purchase logs.

3. Refund deductions

If you request the cancellation or partial refund of an order, the refunded amount will be deducted from your historical loyalty purchase log if the information has already been entered

4. Inactivity status

Upon entering a tier, you may enjoy non-purchase discount loyalty perks for up to 180 calendar days. To maintain the active status of your non-purchase discount perks, an additional 1000 CAD of purchases must be logged every 180 calendar days. Failure to maintain the 1000 CAD purchase requirement will bring your account into “inactive” status, where you will be only eligible to use purchase-discount perks but not perks such as birthday promo, and free tournament entries.

5. Other details

For pre-orders, we usually do not log the purchase amount into your account until AFTER the product is released.

6. Changes to Policies

We reserve the right to update or modify our policies at any time without prior notice. It is your responsibility to review these policies periodically to stay informed of any changes. We will, however, update our email subscription with any major changes in the policies. Please consider subscribing to our mailing list. The date of the last update will be indicated at the top of each policy.