



# Loyalty Rewards Program - Terms & Conditions

Effective Date: April 2026

## 1. PROGRAM OVERVIEW

Welcome to Jack's Creek Warehouse's Loyalty Rewards Program. By participating in this program, you agree to be bound by these Terms and Conditions as may be amended from time to time. These Terms and Conditions do not exclude, restrict, or modify any rights or remedies you may have under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) or any other applicable law that cannot be excluded.

## 2. MEMBERSHIP & ELIGIBILITY

Membership is open to individual retail customers (i.e. restaurants are ineligible). To become a member, you must provide accurate and complete contact details at the time of registration. Membership is personal and non-transferable.

## 3. COLLECTION & USE OF PERSONAL INFORMATION

We collect personal contact details from members (such as name, email address, phone number, and mailing address) for the following purposes:

- To maintain an accurate and up-to-date customer database
- To advise members of specials, promotions, and exclusive offers
- To administer the accumulation and redemption of loyalty points
- To communicate program updates and account notifications

By registering, you consent to receiving marketing communications from us by email or SMS. You may withdraw this consent at any time by contacting us or by using the unsubscribe link or mechanism included in any marketing message we send. Withdrawing marketing consent does not affect your membership or your ability to earn and redeem points.

## 4. PRIVACY & DATA PROTECTION

Your personal information will not be provided, sold, rented, or otherwise disclosed to any third parties, except where required by law or with your explicit prior consent. Your information will be stored securely and handled in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles where applicable.

You may request access to, correction of, or deletion of your personal information at any time by contacting us.

## 5. EARNING LOYALTY POINTS

Members earn 1 point for every \$1 spent on eligible purchases. Points are earned on the net purchase amount after discounts, excluding taxes and fees. Members are responsible for retaining proof of purchase in the event of a points dispute.



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### 6. REDEEMING LOYALTY POINTS

Points may be redeemed at the rate of \$10 discount for every 200 points. The following conditions apply:

- A minimum balance of 200 points is required before redemption
- Points must be redeemed in multiples of 200
- Points redeemed cannot be reversed once applied to a transaction
- Redeemed points cannot be exchanged for cash and have no cash value
- Points may only be redeemed by the registered member

Points that remain inactive for 24 consecutive months may be forfeited. We will make a reasonable attempt to make contact to provide clear and prominent notice to members at their registered contact details prior to any point expiry.

### 7. ACCOUNT MANAGEMENT

Members are responsible for keeping their contact details current and accurate. We reserve the right to suspend or cancel accounts where false or misleading information has been provided.

### 8. AMENDMENTS & PROGRAM TERMINATION

We reserve the right to modify, suspend, or terminate the Loyalty Rewards Program or these Terms and Conditions at any time. We will provide members with at least 30 days notice of any material changes via their registered contact details before those changes take effect. This notice period is deemed to be sufficient for members to redeem any points affected by a change in redemption value or program structure. Continued participation in the program following the notice period constitutes acceptance of the amended Terms and Conditions.

If the program is terminated entirely, we will endeavour to provide members with a reasonable opportunity to redeem any accrued points prior to termination.

### 9. STATUTORY RIGHTS

Nothing in these Terms and Conditions is intended to exclude, restrict, or modify any consumer guarantee, right, or remedy that you have under the Australian Consumer Law or any other legislation that cannot lawfully be excluded. To the extent permitted by law, our liability for any breach of a term implied by law is limited to the extent allowed under the Australian Consumer Law.

### 10. GOVERNING LAW

These Terms and Conditions are governed by the laws of New South Wales, Australia. Any disputes arising in connection with this program shall be subject to the jurisdiction of the courts of New South Wales. If you have a complaint about the program that we are unable to resolve, you may contact NSW Fair Trading at [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au).

For questions about your loyalty account or these Terms and Conditions, please contact us via email at [warehouse.sales@jacks creek.com.au](mailto:warehouse.sales@jacks creek.com.au)