



Vamp Cosmetic Clinic Loyalty Program Terms & Conditions

The Vamp Cosmetic Clinic Loyalty Program Terms & Conditions ("Member Terms and Conditions") set out in this document concern the operation of the Vamp Cosmetic Clinic Loyalty Points Program and loyalty transactions that arise as a consequence of the Vamp Cosmetic Clinic Loyalty Program.

Individuals who join the Vamp Cosmetic Clinic Loyalty Program agree to be legally bound by the Member Terms and Conditions.

The Terms and Conditions may be modified at any time without prior notification by Vamp Cosmetic Clinic in its absolute discretion. Despite anything to the contrary contained in this document, any modification to the Terms and Conditions may be applied to a Member retrospectively.

Vamp Cosmetic Clinic will not accept any liability for any communication to any Member that is misdirected, lost or not received.

Vamp Cosmetic Clinic will not accept any liability for any technical issues that may cause damage to any computer or mobile device related to or used in connection with the Vamp Cosmetic Clinic Loyalty Program.

Vamp Cosmetic Clinic may collect personal information from the Members for the purpose of facilitating the Vamp Cosmetic Clinic Loyalty Program. **Vamp Cosmetic Clinic does not knowingly share this personal information with any third parties.**

In its absolute discretion, Vamp Cosmetic Clinic reserves the right to cancel, terminate, modify or suspend the Vamp Cosmetic Clinic Loyalty Program at any time.

The Member Terms and Conditions are to be read in conjunction with any additional conditions associated with other rewards or promotions offered by Vamp Cosmetic Clinic. In the event of any discrepancies, Vamp Cosmetic Clinics decision in its absolute discretion will be final and binding.

Vamp Cosmetic Clinics decision in relation to all matters arising in relation to their Loyalty Program is final and binding.

2. Definitions

2.1. "Benefits" means any benefits given to Members.

2.2. "Member" means individuals who sign up to the Vamp Cosmetic Clinic Loyalty Program.

2.3. "Member Profile" means the personal details of the Member.

2.4. "Member Terms and Conditions" mean the terms and conditions set out on this page and as updated on this page from time to time.

2.5. "Website" refers to the website www.vampcosmeticclinic.com.au where details of the Vamp Cosmetic Clinic Loyalty Program (including the most up to date Terms and Conditions) can be found.

2.6. "Rewards" refers to rewards given to Members as a consequence of purchasing behaviours, incentives and/or promotions. Members are notified of Rewards via the App or SMS or email or in person.

2.7. "Technical Issues" means the technical malfunction of any telephone network, connection or lines, computer online systems, servers, or providers, computer equipment, software, technical problems or traffic congestion on the internet or at any website.

2.8. "Terms and Conditions" mean the Terms and Conditions set out in this agreement and as updated on the Website from time to time.

2.9. "Vamp Cosmetic Clinic Loyalty Program" means the loyalty program operated by Vamp Cosmetic Clinic providing Members with access to exclusive rewards.

2.10. "Vamp Cosmetic Clinic" means Augmentation Pty Limited trading as Vamp Cosmetic Clinic (ABN 40605010740) and its authorised representatives.

3. Members & Membership

3.1. An individual is deemed to be a Member of the Vamp Loyalty Program when they download the App from the 'Google Play Store' or the Apple 'App Store' and sign up to the Loyalty Program.

3.2. Membership of the Vamp Cosmetic Clinic Loyalty Program is only open to individuals with a valid email address.

3.3. At any time, Members can only have one membership to the Vamp Cosmetic Clinic Loyalty Program.

3.4. Vamp Cosmetic Clinic reserves the right to refuse or terminate membership of their Loyalty Program without prior notice or reason, and in its absolute discretion.

3.5. Membership is not transferable.

3.6. It is the responsibility of the Member to update their membership profile.

3.7. A Member can at any time terminate their membership by providing written notice to Vamp Cosmetic Clinic or by deleting the App

3.8. Member Rewards and Earning Rewards

3.9. Members of the Vamp Cosmetic Clinic Loyalty Program will be entitled to receive Loyalty Rewards in the form of points earned from purchases with a minimum value of \$50 and at a rate of (up to) 10% for every \$50 spent (inclusive of GST) in a single transaction.

3.10. Loyalty rewards will be rewarded for every \$50 spend (not every \$1 spend) in a single transaction and rounded down to the nearest \$50. For example: spend \$50 earn 5 points, spend \$80 earn 5 points, spend \$100 earn 10 points

3.11. Vamp Cosmetic Clinic reserves the right to vary the benefits at any time, and without notice.

3.12. Rewards are presented in \$20 vouchers and represent dollar discounts off with a set expiry date. In no way do Rewards represent legal tender in any country.

3.13. Expiry dates are usually **6 months from the date of issue**, but can vary without notice

Minimum number of points earned before points can be used for in clinic purchases is 20 points = \$20

3.14. Rewards cannot be sold, transferred or assigned and are not redeemable for cash or any other like instruments, including (but not limited to) gift certificates or credit notes.

3.15. Rewards can be earned on 'in clinic' purchases of services and gift certificates only but **cannot be earned on any online purchases of products, services or gift certificates**

3.16. Rewards can be earned in conjunction with other offers or promotions in line with the terms and conditions of the loyalty program but **can only** be redeemed in conjunction with any other offer or promotion at the discretion of Vamp Cosmetic Clinic

4. Other Member Rewards

4.1. At its sole discretion, Vamp Cosmetic Clinic may update a Member account with a Reward as a consequence of purchasing behaviour incentive and/or promotional activities.

4.2. Vamp Cosmetic Clinic will notify the Member via the App or email or SMS of their entitlement to any additional Rewards.

4.3. Vamp Cosmetic Clinic reserves the right to withdraw, cancel or vary the Rewards without notice and at any time.

4.4. Rewards can only be redeemed at Vamp Cosmetic Clinic in person and cannot be used for purchases from the Vamp Cosmetic Clinic Website e-commerce store.

4.5. Vamp Cosmetic Clinic reserves the right in its absolute discretion to exclude certain items and promotions from being redeemed by using Rewards.

4.6. If a Membership is terminated from the Vamp Cosmetic Clinic Loyalty Program, all outstanding and future Rewards will no longer be valid and will be rendered null and void.

4.7. All Rewards have a **6 month expiry date**, at which point they will no longer be available for redemption. Vamp Cosmetic Clinic reserves the right to change the expiry date of any Reward at any time without prior notice.

4.8. Only Rewards from one Loyalty Program member can be presented per transaction.

4.9. Vamp Cosmetic Clinic will not be held responsible or liable if Rewards are not able to be redeemed for whatever reason, but specifically in the case of a technical failure of software or hardware failure.

4.10. Rewards can only be redeemed once and earned rewards removed from your member profile.

4.11. Refunds: If a customer has redeemed a reward on a purchase that has been refunded then the redeemed rewards value will be forfeited.

4.12. Rewards are earned on the value spent each (1) transaction at Vamp Cosmetic Clinic. Reward points can be earned from multiple transactions but the earning value of the rewards is the total value spent in each transaction.

4.13. Exchanges: If a client wishes to exchange a pre purchased service that has not yet been used and that has previously earned a Reward, the Reward earned from this purchase is forfeited. If a client wishes to exchange a product or service for a lesser value, Vamp Cosmetic Clinic will process a full return first and any Rewards earned on the initial transaction purchase will be forfeited. If a subsequent exchange purchase warrants a Rewards based on the transaction amount then the customer will earn Rewards on the subsequent purchase in accordance with these Terms and Conditions.



5. Redeeming Rewards

5.1. Reward(s) will be loaded into the Members account approximately the same day after an eligible transaction in clinic and will expire 6 months from the date of allocation on the date specified in the Member's profile.

5.2. Clients can see current Rewards and on the 'Loyalty section of the Vamp Cosmetic Clinic App.

5.3 Rewards may be redeemed in clinic to purchase any available service (s), product or gift certificate including pre purchased courses of treatment i.e. when purchasing a package of treatments to be used over a period of time

5.4. Rewards can only be redeemed for 'in clinic' purchases of services, products or gift certificates only and cannot be redeemed for any online purchases of products, services or gift certificates

5.5. Only one (1) Rewards voucher from one Loyalty Program member may be redeemed per transaction

Summary of Terms & Conditions of Vamp Cosmetic Clinic Loyalty Program

Vouchers can be used for in clinic purchases of services, products or gift certificates only and can not be used for online purchases

Only one (1) Rewards voucher from one Loyalty Program member may be redeemed per transaction

Loyalty vouchers expire 6 months from the date of issue

Vouchers are non-transferrable and not redeemable for cash

Vouchers may be used with other promotions or offer at the absolute discretion of Vamp Cosmetic Clinic

Refer to www.vampcosmeticclinic.com.au for Loyalty Program full Terms & Conditions