WALTONS CUSTOMER LOYALTY PROGRAMME

POLICY & RULES

1. Purpose

The Waltons Customer Loyalty Programme is designed to reward eligible customers for continued purchases at participating Waltons stores.

Eligible customers may:

- Earn **LoyaltyPts** on qualifying purchases.
- Redeem accumulated LoyaltyPts toward future qualifying purchases.
- Receive an applicable **5% loyalty discount** on designated qualifying products.
- Participate in selected loyalty promotions and special offers.

The Loyalty Programme is intended for customers who **do not already hold an existing Waltons customer account**, including a 30-day account, BTS Staff account, credit account or other account-based purchasing facility.

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2. Customer Eligibility

A customer may register for a Waltons Loyalty Card provided that the customer:

1. Does **not** already have an active Waltons customer account, including a **30-day account, BTS Staff account, credit account or other account-based purchasing facility**.
2. Completes the required loyalty registration.
3. Provides accurate customer and contact information.
4. Accepts the terms and conditions of the Waltons Customer Loyalty Programme.

Existing Waltons Account Customers

Customers who already hold a Waltons 30-day account, BTS Staff account, credit account or other qualifying customer account are **not eligible to register for a separate Loyalty Card**.

This ensures that benefits associated with established customer accounts remain separate from benefits offered through the retail Loyalty Programme.

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3. Communication Preferences

Customers may choose whether they would like to receive information about Waltons promotions, loyalty rewards, special offers and other marketing communications.

I would like to receive Waltons promotions, rewards and special offers by:

☐ **SMS**
☐ **Email**
☐ **WhatsApp**
☐ **I do not wish to receive marketing messages**

Customers may update their communication preferences at any time by requesting that Waltons update the marketing preferences associated with their customer profile.

Choosing not to receive marketing messages will not affect a customer's Loyalty Programme membership, ability to earn or redeem LoyaltyPts, or eligibility for applicable loyalty discounts.

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4. Customers Who Later Open a Waltons Account

If an existing Loyalty Card customer subsequently opens a Waltons **30-day account, BTS Staff account, credit account or other qualifying customer account**, eligibility to continue participating in the Loyalty Programme will cease when the new account becomes active.

Any LoyaltyPts earned before the new account becomes active will remain available for **60 days** from the activation date.

During the 60-day period:

- Existing LoyaltyPts may be redeemed on qualifying purchases.
- No additional LoyaltyPts will be earned under the Loyalty Card.
- After the 60-day period, any remaining LoyaltyPts will expire.

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5. Earning LoyaltyPts

The standard earning rate is:

N$1.00 qualifying spend = 0.01 LoyaltyPts

This means the standard LoyaltyPts benefit is equivalent to approximately **1% of qualifying spend** when redeemed at the standard redemption value.

Qualifying Spend	LoyaltyPts Earned	Redemption Value
N$10	0.10	N$0.10
N$100	1.00	N$1.00
N$500	5.00	N$5.00

N$1,000	10.00	N$10.00
N$5,000	50.00	N$50.00
N$10,000	100.00	N$100.00

LoyaltyPts are earned only on purchases and products that qualify under the Loyalty Programme.

Waltons may offer promotional earning rates, including double or bonus LoyaltyPts, for selected periods, products or campaigns.

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6. Redeeming LoyaltyPts

The standard redemption rate is:

1 LoyaltyPt = N$1.00

For example:

50 LoyaltyPts = N$50.00 redemption value

Available LoyaltyPts may be used as part or full payment toward qualifying purchases, subject to the programme rules and the customer's available LoyaltyPts balance.

LoyaltyPts:

- Cannot be exchanged for cash.
- Cannot be sold.
- Have no monetary value outside the Waltons Loyalty Programme.
- May only be used against qualifying purchases.
- May not normally be transferred between unrelated customer accounts.

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7. 5% Loyalty Discount

In addition to earning LoyaltyPts, eligible registered Loyalty Card customers may receive a:

5% loyalty discount on designated qualifying products.

The 5% loyalty discount is **separate from the LoyaltyPts benefit**.

For example, where a N$1,000 transaction qualifies fully for the 5% loyalty discount:

- Standard price: **N$1,000**
- 5% loyalty discount: **N$50**
- Customer pays: **N$950**
- LoyaltyPts may additionally be earned according to the applicable earning rules.

The 5% loyalty discount does **not necessarily apply to every product or transaction**. Product eligibility is determined by the applicable loyalty discount rules and promotions in effect at the time of purchase.

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8. Returns, Refunds and Credit Notes

Where goods from a transaction that earned LoyaltyPts are returned, refunded or credited, the LoyaltyPts earned in relation to those goods may be **reversed or adjusted**.

Customers may not retain LoyaltyPts relating to purchases that have subsequently been cancelled, refunded or credited.

Where LoyaltyPts were used as payment on a transaction that is subsequently reversed, the applicable LoyaltyPts may be restored or adjusted where appropriate.

Any loyalty discount adjustment resulting from a return will be handled according to the conditions of the original transaction.

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9. Identifying the Loyalty Customer

The correct Loyalty Card or customer loyalty account must be associated with a qualifying transaction for loyalty benefits to be processed.

Customers may be required to provide sufficient information to identify and verify the loyalty account.

Waltons reserves the right to require customer verification before allowing the redemption of accumulated LoyaltyPts, particularly where the customer cannot present the Loyalty Card.

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10. Multiple Loyalty Cards and Accounts

Each customer should maintain **one active Loyalty Programme membership**.

Separate Loyalty Cards and their balances are not automatically combined.

Waltons may investigate suspected duplicate customer registrations and may, where appropriate, correct, consolidate, suspend or close duplicate loyalty accounts.

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11. Processing of LoyaltyPts

Loyalty transactions are processed through the Waltons loyalty system.

As a result, earned LoyaltyPts may not always appear immediately following a qualifying transaction.

Customers should allow a reasonable processing period before reporting missing LoyaltyPts.

Returns, credit notes, transaction corrections and other adjustments may also result in changes to a customer's LoyaltyPts balance.

12. Product and Transaction Exclusions

LoyaltyPts and the 5% loyalty discount apply only to **qualifying transactions and products**.

Waltons may exclude selected:

- Products or product categories.
- Services or charges.
- Promotional products.
- Special-price transactions.
- Other designated transactions.

An item qualifying to earn LoyaltyPts does not automatically mean that the same item qualifies for the 5% loyalty discount, and vice versa.

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13. Lost Cards and Account Access

Customers should notify Waltons if a Loyalty Card is lost, damaged or becomes inaccessible.

Waltons may request sufficient customer information to verify ownership of the loyalty account before providing assistance or permitting access to accumulated LoyaltyPts.

Any replacement or account recovery remains subject to successful customer verification.

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14. Fraud, Misuse and Abuse

The Loyalty Programme may not be used fraudulently or for purposes inconsistent with the intended operation of the programme.

Examples of misuse include:

- Manipulating purchases, refunds or credit notes to obtain additional LoyaltyPts.
- Unauthorised use of another customer's Loyalty Card or LoyaltyPts.
- Creating duplicate accounts to obtain additional loyalty benefits.
- Attempting to sell or fraudulently transfer LoyaltyPts.
- Providing false registration information.
- Manipulating transactions for the purpose of improperly earning or redeeming loyalty benefits.

Waltons reserves the right to investigate suspected misuse and may **withhold, reverse or cancel LoyaltyPts, suspend a Loyalty Card, or terminate programme membership** where misuse is established.

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15. Customer Information, Privacy and Marketing

Information provided during loyalty registration and information generated through qualifying transactions may be used for the administration of the Waltons Customer Loyalty Programme.

This may include:

- Maintaining customer loyalty records.
- Calculating LoyaltyPts.
- Processing LoyaltyPts redemptions.
- Applying eligible loyalty discounts.
- Processing returns and adjustments.
- Resolving customer queries.
- Preventing misuse or fraudulent activity.
- Administering loyalty promotions.

Marketing Communications

Waltons may use the customer's **selected communication channels** to provide promotions, rewards, special offers and other marketing communications where the customer has chosen to receive such communications.

The customer's marketing preferences may include **SMS, Email and/or WhatsApp**.

A customer's decision not to receive marketing communications will **not affect participation in the Loyalty Programme or the customer's ability to earn and redeem LoyaltyPts or receive applicable loyalty discounts**.

Customer information must be handled in accordance with Waltons' applicable privacy and information-management requirements.

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16. Changes to the Loyalty Programme

Waltons reserves the right to amend the Loyalty Programme where reasonably necessary.

Changes may include:

- LoyaltyPts earning rates.
- LoyaltyPts redemption values.
- Qualifying products or transactions.
- Loyalty discount percentages.
- Product exclusions.
- Promotional benefits.
- Points expiry periods.

- Customer eligibility requirements.
- Other programme conditions.

Where appropriate, material changes should be communicated to affected customers through available Waltons communication channels.

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17. Termination of the Programme

Waltons reserves the right to discontinue the Loyalty Programme.

Where reasonably possible, customers should be given notice and an opportunity to redeem accumulated LoyaltyPts within a specified period before termination of the programme.

CUSTOMER QUICK GUIDE

Who qualifies?

✅ Customers who **do not already have a Waltons 30-day account, BTS Staff account, credit account or other qualifying customer account**.

❌ Existing Waltons account customers are **not eligible for a separate Loyalty Card**.

How do I earn?

Spend N$1 → Earn 0.01 LoyaltyPts

What are my points worth?

1 LoyaltyPt = N$1

For example:

Spend N$1,000 → Earn 10 LoyaltyPts → N$10 redemption value

What about the loyalty discount?

Eligible Loyalty Card customers may receive:

5% discount on designated qualifying products

The discount and LoyaltyPts are **separate loyalty benefits**.

What if I open a Waltons account later?

The Loyalty Card stops earning additional LoyaltyPts once the qualifying Waltons account becomes active.

Previously accumulated LoyaltyPts remain available for **60 days**, after which unused points expire.

What happens when I return something?

LoyaltyPts earned from returned, refunded or credited purchases may be **reversed or adjusted**.

Do I have to receive marketing messages?

No. Receiving marketing communications is optional.

Customers can choose:

☐ SMS ☐ Email ☐ WhatsApp ☐ No marketing messages

Choosing not to receive marketing messages does **not** affect Loyalty Programme membership or loyalty benefits.
