

## Quickmart Loyalty Policy

By participating in our Loyalty Program, you agree to the collection and processing of your personal information in accordance with this Privacy Notice.

We may collect and process the following personal information for the Loyalty Program:

- i) Your identity and contact details;
- ii) Your purchase history; and
- iii) Your preferences and interests.

This information is used for the following purposes:

- i) Issuing, managing and redeeming Q-points;
- ii) Personalizing offers and discounts; and
- iii) Improving your shopping experience with us.

Your personal information may be shared with third-party service providers for Loyalty Program management purposes and business analytics.

Thank you for choosing Quickmart!

### **HOW TO REGISTER:**

Visit any of our Quickmart Stores and fill in the membership application form at our Customer care desk or registration booth and starting earning your Q-points. You will be required to provide ID/Passport copy and Phone No. to register.

### **HOW IT WORKS:**

For every KES. 100 (exclusive of taxes) spent at any Quickmart store you will get one loyalty point which is redeemable at a value to be determined by Quickmart management. The more you shop at Quickmart, the greater the Q-points you earn.

### **HOW TO REDEM YOUR Q-points Q-points:**

Redemption of Q-points will be at any Quickmart store. Redemption period will be declared by Quickmart Management. At redemption you shall be required to present your I.D No. and Phone No at the paying point.

## **BENEFITS:**

- Earning multiple Q-points for purchases made at selected categories of goods approved by Quickmart.
- Enjoy rewards from Quickmart.
- Receive special discounts from Quickmart.

## **TERMS & CONDITIONS**

### 1. Membership

- 1.1. The Q-points is a digital loyalty card program established by Quick Mart Ltd, P.O. Box 2361-00621 Village Market, Nairobi ("Quickmart") to reward its loyal customers.
- 1.2. The use of the Q-points signifies your unconditional acceptance of the following terms and conditions governing the membership and use of the Q-points.
- 1.3. These terms and conditions, as varied from time to time, constitute the Agreement between you and Quickmart with respect to the issue and use of the Q-points.
- 1.4. By signing the Application Form, you shall be deemed to have read, understood and agreed to be bound by these conditions.

### 2. Definitions

#### 2.1. In these conditions:

"Q-points" means the redeemable reward points awarded to you by Quickmart for each KES.100 (exclusive of taxes) spent at a Quickmart store;

"Q-points loyalty program" means a numbered digital loyalty ID registered to you by Quickmart;

"Q-point loyalty account" means the account maintained by Quickmart in connection for your Q-points transactions;

"Q-points holder" means, you, the registered holder of a numbered Q-points issued to you by Quickmart. Where applicable.

### 3. Q-points Account

- 3.1. Quickmart has, at your request, registered a Q-points loyalty account in your name to enable you to obtain, accumulate and redeem Q-points.
- 3.2. The Q-points loyalty account is registered at the absolute discretion of Quickmart and is useable at all Quickmart stores.
- 3.3. The Q-points loyalty account is registered to persons above 18 years.
- 3.4. Quickmart may offer special discounts and promotions to Q-points loyalty accounts and you will be eligible to such special discounts or promotions.
- 3.5. Quickmart may at its own discretion partner with other entities to offer promotions or discounts to Q-points loyalty account holders.

3.6. The Q-points is not transferable and may be used to earn Q-points by the registered Q-point and any authorized agent of the Q-points loyalty account holder.

3.7. The Q-points is, and remains, the property of Quickmart at all times.

3.8. Quickmart may suspend, terminate or repossess your Q-points if in its reasonable opinion there is a breach of these Terms and Conditions, or if there is fraudulent activity on your Q-points loyalty account or if information supplied by you is misleading.

3.9. Quickmart may suspend or terminate your Q-points loyalty account if it is dormant for a period exceeding 12 months.

3.10. Save for any fraudulent or negligent act or omission by its employee, subcontractor or agent, Quickmart will not be liable for any third party's misuse of your Q-points or loss of Q-points.

#### 4. Q-points

4.1. You will earn one Q-point for each KES 100 (exclusive of taxes) spent at a Quickmart store.

4.2. Q-points earned shall be recorded on the payment receipt of every purchase made at a Quickmart store.

4.3. No interest shall be earned on Q-points.

4.4. Quickmart may issue bonus Q-points upon criteria to be determined by its management from time to time.

4.5. In order to earn the Q-points, you will be required to produce your Q-points registered Cell phone/ID No at the check-out point of sale in any Quickmart store before payment.

4.6. Q-points will not be awarded for any purchases through credit notes or redemption of Q-points.

4.7. Quickmart will declare the Q-points redemption period and redemption value by public notices displayed at its stores.

4.8. Q-points may only be redeemed against goods and services.

4.9. Q-points may only be redeemed by the registered Q-points account holder.

4.10. Q-points cannot be redeemed or exchanged for cash at any time.

4.11. If you return a product purchased with the Q-points, you must present the receipt and Q-points

registered Cell Phone/ID No to enable Quickmart update your Q-points.

4.12. Quickmart reserves the right to amend the criteria and system for award of Q-points at any time whatsoever. The change will be notified by public notices displayed in Quickmart stores.

## 5. General Provisions

5.1. All personal communication from Quickmart to you will be sent to you through e-mail or sms and shall be deemed to have been received after 12 hours from the time sent.

Quickmart will not be liable for any sent communication not received by you.

5.2. Quickmart shall not be liable for failure to perform any of its obligations under these Terms and Conditions due to any information technology system failure.

5.3. Quickmart shall not be liable for failure to perform any of its obligations under these Terms and Conditions due to a force majeure such as insolvency, industrial dispute, natural calamity or war.

5.4. Quickmart may, at any time, cancel or amend any or all of these Terms and Conditions and such cancellation or amendment shall be binding on all Q-points.

5.5. These Terms and Conditions are governed by the Laws of Kenya.

5.6 Q-points will be expiring after every 12 months' anniversary from the date of joining