



**ABSOLUTE PETS (PTY) LTD (“Absolute Pets” or “the Company”)
PET PARENT CARD PROGRAMME (“the Programme”)
TERMS AND CONDITIONS**

General

1. Absolute Pets reserves the right to alter or change Terms and Conditions of the Programme or to terminate it at any point. In the event the programme is terminated, Pet Parent points will remain valid for 60 days.
2. In the event you wish to opt-out of the of the Programme or change your details, please email info@absolutepets.com.
3. Being registered as a member of the Programme irrevocably signifies your agreement to the Terms and Conditions outlined in this document. Absolute Pets, its organisers, promoters, partners or agencies do not bear any responsibility or liability for any loss, damage, injury, accident, death or asset damage howsoever arising from inclusion or participation in the Programme.
4. Any abuse whatsoever of the Programme or Pet Parent Card by any person constitutes a criminal offence and Absolute Pets reserves the right to cancel such person’s benefits, withhold all Pet Parent points from her/his account and deny such person the ability to remain part of or rejoin the Programme.

Earning Pet Parent Points

5. To earn Pet Parent points for transactions in-store, customer must present their Pet Parent card or cell phone number in order for the transactions to be recorded. If no card is presented or if no cell phone number is provided before payment, Pet Parent points will not be earned for the transaction.
6. To earn Pet Parent points for transactions online, customers must provide their Pet Parent card or cell phone number in order for the transactions to be recorded. If no card number or cell phone number is provided, Pet Parent points will not be earned for the transaction.
7. It is not possible to earn Pet Parent points retrospectively for transactions in the past.
8. Pet Parent points can be earned on selected items and the items on which points can be earned can be changed by the Company at any time.



9. The ratio of points earned for Rands spent is determined by Absolute Pets in its sole and absolute discretion and can be changed at any time.
10. In the event of a technical, system(s) or network failure as well as system upgrades, Pet Parent points allocations and/or discounts will not be processed and/or issued retrospectively.
11. Incorrect or invalid cards or card numbers will not be awarded Pet Parent points.

Using Pet Parent Points

12. Pet Parent points can only be redeemed on presentation of a valid Pet Parent card or in the case the Pet Parent card is not present and a cell phone number is provided, a valid South African Identity Document, South African passport, South African Driver's Licence or Foreign Passport must be presented to identify the customer as the holder of the account.
13. Pet Parent points are currently redeemed at a ratio of 100 Pet Parent points to one Rand.
14. Pet Parent points can be redeemed against in-store purchases and purchases made on www.absolutepets.com only. Redemption of points on www.absolutepets.com cannot be done automatically at present, and a manual coupon code will need to be provided. Email online@absolutepets.com for more information.
15. Pet Parent points will be valid for 24 months while the programme remains active and any points not used within 24 months will be forfeited.
16. Absolute Pets reserves the right to close any Pet Parent account that has been inactive (no points earned) for a period of 24 consecutive months. Pet Parent points and money attached to closed accounts will be forfeited.
17. Pet Parent points earned for transactions where goods are later returned will be deducted from the Pet Parents points balance on the member's account. Returns are subject to the Absolute Pets returns policy.
18. No customer will receive cash money from the Programme.

Savings

19. Members of the Programme ("Pet Parents") will receive savings or discounts on selected products from time to time. These promotions will be available for limited periods. Please note that not all products are available in all stores or online, and special offers may change without notice.



20. Absolute Pets may change any savings or discounts at any time.

Information & Cards

21. By providing Absolute Pets with your personal information, you give Absolute Pets permission to send you information regarding the Programme, products and promotions via telephone, email, or mail.
22. A valid cell phone number, and/or postal address, and/or email address will be required from each holder of a Pet Parent card for all communications. No communication will be sent to phone numbers, postal addresses or email addresses outside South Africa.
23. In the event you wish to opt-out of communication, please email info@absolutepets.com, or to opt-out of email communications only, click on the unsubscribe link on any email received.
24. The Pet Parent card is issued by and remains the property of Absolute Pets. Absolute Pets reserves the right to decline, issue, re-issue and withdraw the Pet Parent card at any time.
25. The Pet Parent card is not transferable.
26. Lost, stolen or damaged cards, must be reported to info@absolutepets.com. It is the members responsibility to instruct Absolute Pets to block/deactivate your lost, stolen or damaged card. It is the responsibility of the member to safeguard their Pet Parent card and Absolute Pets assumes no responsibility for any fraud committed with the card or for redemptions that have been fraudulently claimed.