

Terms and Conditions

THANK YOU FOR CHOOSING THE ACKERMANS PHARMACY XTRA CARE EXCLUSIVE LOYALTY PROGRAMME

- The Ackermans Xtra Care Loyalty Programme ("Programme") is owned and operated by Ackermans Pharmacy ("Ackermans"), and the Ackermans Xtra Care Loyalty Card ("Card") as issued by Ackermans Pharmacy, shall remain the property of Ackermans Pharmacy. Ackermans reserves the right to issue, decline and withdraw the Card at any time.
- Any reference to Ackermans in these terms and conditions shall include reference to any holding company, subsidiary and representative or associated company.
- Participation in the Programme is entirely at the discretion of Ackermans and subject to the terms and conditions hereof. Ackermans reserves the right to unilaterally amend the terms and conditions or withdraw the Programme at any stage.
- In order to participate in the Programme, the participant agrees to be bound by the terms and conditions hereof.
- Participation in the Programme, as well as the accumulation of Exclusive Loyalty Points ("Points") is subject to the terms and conditions hereof and the participant is responsible for familiarising himself/herself with the terms, which may be amended from time to time.
- All participants to the Programme must be 18 years or older and must be resident within South Africa.
- The Card cannot be used as a debit or credit card and it is not transferable.
- Participants are required to produce a valid South African Identity document (or for Non-South African Citizens, a valid Passport).
- It shall be the responsibility of the participant to inform Ackermans of any details which may have changed, as well as to replace a lost/blocked/defaced Card, which shall be at the participants cost. Any lost, stolen or defaced Cards may be replaced by contacting a Customer Service Manager. Participants may also contact the Ackermans Call Centre at 011 828 9000. Participants can inform Ackermans of any blocked, deactivated, lost, stolen or defaced Cards, and request the issue of a new Card, for which the participant will be charged with a replacement cost thereof. Points and/or Rewards attached to a lost/blocked/defaced Card can be transferred to a participant's replacement Card.
- To earn Points for any transaction, the Card must be presented at the checkout, failing which no Points will be recorded.
- Ackermans reserves the right to exempt certain products and items from the Programme at its discretion.
- 1 (One) Point will be awarded for every R10.00 (Ten Rand) multiple spent on point eligible items in a single transaction. No Points will be awarded for multiples lower than that of R10.00 (Ten Rand), and the participant acknowledges that amounts spent shall be rounded down, rather than up.
- Points may take up to 5 (five) working days to reflect on your Card.
- 13a. Ackermans will determine the conversion formula from Points to Rewards, the calculation method and the format of Rewards issued, at its discretion. No correspondence in this regard will be allowed.
- Ackermans reserves the right to amend the above conversion formula and format with regard to Rewards at any stage and without prior notice, at its discretion.
- The opportunity to earn exclusive Points may apply from time to time as informed by Ackermans to participants, at its discretion.
- Points and Rewards shall be valid for a period of 2 (two) years and Rewards for 1 (one) year.
- Any account which has been inactive for a period of 12 (twelve) consecutive months may be closed by Ackermans at its discretion. All Points/Rewards shall be lost, and the participant shall not have any right of recourse from Ackermans whatsoever.
- Points earned for transactions where goods are later returned/exchanged as per Ackermans return/exchange policy will be deducted from your Points balance on your account.
- In the event of termination of the Programme for any reason whatsoever, Points earned will be forfeited, but Rewards held on the participants account will not be affected and shall remain valid until the use or expiration thereof.
- In the event of any strike/industrial action or any similar such situation, Ackermans reserves the right to suspend the Programme for a period to be defined at its discretion.
- Participants will be required to provide a valid mobile number and/or postal address and/or email address, which shall be for communication purposes. No correspondence shall be sent by Ackermans outside of South Africa.
- Ackermans undertakes not to provide or circulate any participant's personal information, unless absolutely necessary for the proper functioning of the Programme.
- In the event of any fraud or abuse involving the Programme/Card, Ackermans has the right to take the appropriate administrative and/or civil and/or criminal action against participants, and all accrued Points and Rewards will immediately be forfeited and the Card revoked.
- Ackermans cannot be held liable or responsible for the loss of any Points or Rewards for any reason whatsoever.
- Ackermans shall be entitled to sell, cede, assign, delegate or in any other way alienate or dispose of any or all of its rights and obligations under the Programme without the prior approval of the participant.
- Applying and being a registered participant of the Programme signifies the participant's agreement to the above terms and conditions, as well as an undertaking that the above has been read and understood.



APPLICATION FORM



OPEN UNTIL 10PM DAILY
011 828 9000

We Focus on
Caring