



Dowdens Rewards Program - Terms & Conditions

1. Each applicant ("Dowdens Rewards Member"), by signing and submitting this application form, or by using the membership card agrees to be bound by these Dowdens Rewards membership terms and conditions. Dowdens Rewards is hosted by the Loyalty Group Pty Ltd (CAN 074 986 646), operators of the Lucky Buys Reward program. Visit www.luckybuys.com.au for Lucky Buys full terms and conditions.
2. Dowdens Rewards is a point based reward program, members earn points by purchasing goods from the Dowdens Pumping & Water Treatment retail store in Mackay.
3. Dowdens Rewards Members acknowledge that under the program:
 - Dowdens Rewards points eligible for redemption can only be redeemed from the relevant venue where those points were collected or issued, and reward points are non-transferrable.
 - Dowdens Rewards Vouchers are not transferable for cash.
 - Dowdens Pumping & Water Treatment takes no responsibility for any lost or stolen vouchers.
 - Any employees of Dowdens Pumping & Water Treatment are not permitted to hold a Dowdens Rewards Card or participate in the program.
 - Reward points eligible for redemption can only be redeemed from Dowdens Pumping & Water Treatment's retail store in Mackay. The retail store is solely responsible for the provision or payment of the reward upon redemption of points.
 - Members may redeem points only in multiples of 50.
 - Points will be credited on goods purchased at a rate to be determined from time to time by Dowdens Pumping & Water Treatment and may vary.
 - Store discounts will be presented in the form of special offers sent exclusively to Dowdens Rewards Card holders. Existing Dowdens Pumping & Water Treatment account holders discount structures will remain in place and unchanged.
 - Rewards will be in the form of a gift voucher with the value to be determined by Dowdens Pumping & Water Treatment. Rewards are not redeemable for cash.
 - Dowdens Pumping & Water Treatment may in its absolute discretion terminate a member's participation, cancel or bring forward any points, make changes to the terms and conditions, and suspend or terminate the Dowdens Rewards program.
 - Rewards members are automatically opted-in to receive Dowdens Pumping & Water Treatment newsletters and retail updates from time to time. Customers can choose to opt-out at any time.
 - Reward Points can *only* be accrued against floor stock; back orders attain nil rewards points. Servicing and installations accrue nil Reward Points.
 - Reward Points accumulation on single purchases are limited to a maximum purchase value of \$6500.00
 - Dowdens Rewards Vouchers will not be honoured until account holders have settled any outstanding charges within Dowdens Pumping & Water Treatment Account Holder Trading Terms.
4. Dowdens Rewards members must always present their Dowdens Rewards card when making any transaction and any points collected may take up to seven business days for validation. The Dowdens Rewards card and points are not transferable and any redemption of points will not be available until after the validation period.
5. Dowdens Pumping & Water Treatment will not be liable in any way for any failure of equipment or delay in crediting points relating to any particular transaction to the Dowdens Rewards Member.
6. No conditions or warranties except those implied and which cannot be excluded by law are given by Dowdens Pumping & Water Treatment in respect of the award of points and any goods or services supplied upon redemption of points. Where it is lawful and practical to do so, the liability of the relevant venue for breach of a condition or warranty shall be limited to the re-supply of Dowdens Rewards points.
7. Information relating to the member will be dealt with in accordance with the Dowdens Group Privacy Policy in order to respect the member's right to privacy protection. The Dowdens Group Privacy Policy can be viewed online at www.dowdens.com.au/resources/Dowdens_Group_Privacy_Policy.pdf. A hard copy can be provided on request by ringing (07) 4969 4949 or by writing to "Dowdens Group Marketing & Communications Manager" at PO Box 474, Mackay QLD 4740.