

PNA PENNY CARD

Terms and Conditions (Updated 2018)

PLEASE NOTE: *Due to the need for a technical development to our website, your PNA Loyalty Card can only be used in-store at the moment. Thank you for your patience, we will notify you when your Rewards card can be used online.*

THE PNA LOYALTY PROGRAMME

1. The PNA benefits and rewards programme, known as the “PNA Loyalty Programme” is operated by PNA Stationers (Pty) Ltd (“PNA”).
2. The **PNA Penny Card** is issued by, and remains the property of, PNA who reserves the right to decline, issue and withdraw the PNA Penny Card or any points, benefit and/or reward accrued at any time.
3. PNA reserves the right to at any time, alter or amend these terms and conditions of operation of the PNA Loyalty programme, including the cancellation of the PNA Penny Card and any benefits if necessary.
4. PNA may elect to partner with third parties to bring additional rewards and benefits to card holders. PNA will not take responsibility for the fulfilment of offers given by third parties, please refer to that particular partner’s website for the relevant terms and conditions.
5. By joining the PNA Loyalty Programme a member has agreed to these terms and conditions, as amended or replaced by PNA from time to time.
6. Terms and conditions must be checked regularly and are available in store or online at www.pna.co.za and may also be requested telephonically through the PNA Customer Service Care line on 011 672 4391 or via the website www.pna.co.za.
7. Any person who does not agree to be bound by the PNA Loyalty Programme Terms and Conditions may not participate in the PNA Loyalty Programme. Existing PNA Loyalty Programme members who do not agree to be bound by the PNA Loyalty Programme Terms and Conditions, including amendments thereto from time to time, must notify PNA of such refusal in writing or telephonically through the PNA Customer Service Care line on 011 672 4391 or via the website www.pna.co.za. in which event such member’s participation in the PNA Loyalty Programme may be terminated and/or such person’s PNA Penny Card cancelled.

8. PNA's right to decline to register any person and/or redeem any benefit, to a person who provides incorrect personal information, is expressly reserved.
9. Persons applying for a PNA Penny Card or redeeming any benefit accrued thereunder, must be 18 (eighteen) years or older and are required to provide a valid identity document issued in their country of origin as well as contact details. PNA's right to decline to register any person and/or redeem any benefit, on whatever ground, is expressly reserved.

PNA REWARDS

10. The PNA Penny Card and the rewards accruing thereto are not transferable. Each card can only be registered to one customer, and only one card is permitted per customer.
11. To earn PNA Loyalty Programme points in store for a qualifying transaction the PNA Penny Cardholder must be presented at the point of sale at the time of transaction (or making online purchases using a valid online profile against which that person's PNA Penny Card is registered). Purchases cannot be linked back to a card retrospectively, nor can benefits be retrospectively applied.
12. The value of points accumulated on the member's PNA Penny Card profile can be used for payment of purchases at participating PNA Stores.
13. Items purchased through points redeemed may not be returned or replaced for cash.
14. The PNA Card benefits are automatically applied to your card, for use in-store only. Rewards are calculated on your accumulated spend, and the following terms and conditions apply:
 - 14.1. Your accumulated spend at PNA stores is calculated using net transaction value, after any discounts, rewards and promotions have been applied.
 - 14.2. The accumulated spend is calculated over a 12 month period, and any accumulator will be reset after 12 months of inactivity of cardholders account.
 - 14.3. The purchase of in-store gift vouchers, and gift cards, contribute towards your accumulated spend.
 - 14.4. The redemption of in-store gift vouchers, and gift cards, do not contribute towards your accumulated spend.
 - 14.5. PNA loyalty points earned on transactions where goods are later returned, will be deducted from your PNA Penny Card account or partner reward account as applicable, and are subject to PNA's returns policy.

15. PNA Loyalty Programme points or rewards cannot be exchanged for cash.
16. PNA reserves the right to retract any awards through its loyalty partners or service providers or otherwise earned through the PNA Loyalty Programme points.
17. PNA reserves the right to suspend any PNA Penny Card member's profile should the account remain inactive for any period longer than 12 months or such period as may be determined by PNA from time to time. This provision will also apply to PNA's loyalty partners and service providers.
18. PNA Penny Card holders may receive instant discounts on selected products in PNA stores. These promotions will be available for specified periods from time to time and subject to stock availability. PNA reserves the right, at any time, to amend or cancel these offers without notice.
19. The benefits of a card cannot be used in conjunction with any other offer (unless specified in communications). PNA reserves the right to exclude benefits of a card on special promotional days. PNA reserves the right to make certain products and tender types exempt from the earning of points. Please read communications about these events carefully.
20. PNA employees are not eligible for a card.
21. Points earned through unauthorized use of any PNA Penny Card will not be honored.

EXCLUSIONS

22. No points, benefits and/or rewards will be earned or awarded in respect of any goods and/or services where the earning or awarding of such points, benefits and/or rewards are prohibited by any legislation in the Republic of South Africa and, where applicable other jurisdictions.
23. The imposed plastic bag charges in-store do not contribute to your accumulated spend.
24. Benefits cannot be used for the purchase of gift vouchers, and cannot be redeemed for cash.
25. The redemption of in-store gift vouchers, and gift cards, do not contribute towards your accumulated spend.

PERSONAL INFORMATION

26. Member data and personal information is protected in terms of the relevant legislation.

27. PNA Penny Cardholders have the right, in accordance with the relevant legislation, to (a) obtain access to his/her personal information held by PNA; (b) to request the correction, destruction or deletion of his/her personal information held by PNA; and (c) to object to the processing of his/her personal information. In the case of a PNA Loyalty Programme member objecting the capture and processing of his/her personal information such person's PNA Loyalty Membership will be terminated.
28. It is the PNA Loyalty Programme member's responsibility to inform PNA of any changes to his/her personal information.
29. In order to keep PNA Penny Card holders notified of their points awarded as well as other programme benefits, PNA Stationers(Pty) Ltd, will:
 - 29.1. Your Rewards balance can be obtained from any store;
 - 29.2. process PNA Penny Card holders' personal information on a central computer database; send PNA Penny Card holder's information which may include statements of accrued Benefit points; make points balance available through online channels; send PNA Penny Card holder's electronic marketing material to inform members of special offers and products that may be of interest to them.
30. PNA Loyalty Programme members may opt-out of any direct marketing received from PNA should he/she so elect, by notifying PNA thereof in writing to marketing@pna.co.za, alternatively, telephonically via PNA Customer Care line on 011 672 4391 or via the opt-out instructions in the various communication channels.
31. PNA Penny Card holders will receive exclusive offers throughout the year by email, SMS and/or post. We will not share your details with anyone else, and you can unsubscribe at any time. Unsubscribing from e-mails from PNA will exempt you from additional special offers but not affect your basic benefits.

GENERAL

32. In the event of any abuse or fraud being committed by any person in respect of the PNA Penny Card and/or conduct involving the abuse of points or rewards, PNA reserves the right to take appropriate action against the responsible person and all points accrued and unredeemed points and rewards issued may be forfeited and the PNA Loyalty Programme Card revoked
33. Keep your card safe, PNA cannot be held liable for lost, stolen or damaged cards or the loss of benefits linked to that card. Lost, stolen, or damaged cards should be

reported to the PNA Customer Service Care line. Lost, stolen or damaged cards will be replaced in store on presentation of positive identification. If the monetary value of PNA Penny Card points, attached to the card, have been redeemed in store before the card is reported as lost or stolen, there can be no subsequent recovery of PNA Penny Card points or value. PNA cannot be held liable for loss of PNA Loyalty Programme points or monetary value thereof.