



QUEENS SUPERMARKETS (WA) PTY LTD

Trading as

Rigters Supa IGA, Queens Supa IGA, Wonthella Supa IGA  
Cellarbrations Liquor and Queens Supa IGA Liquor



## Rigters Rewards Terms and Conditions

For the purpose of this document any reference to "we" or "us" is a reference to Queens Supermarkets (WA) Pty Ltd trading as Rigters Supa IGA, Queens Supa IGA, Wonthella Supa IGA, Cellarbrations Liquor Wonthella and Queens Supa IGA Liquor.

### Participating Stores

This card may be used at Rigters Supa IGA, Queens Supa IGA (excluding Donut King), Wonthella Supa IGA, Cellarbrations Liquor Wonthella and Queens Supa IGA Liquor. Participating stores may provide different benefits or offers and they may vary from time to time.

### Membership

Membership to the program is free and you can join simply by completing an application form (available from participating stores and online at [www.rsgwa.com.au](http://www.rsgwa.com.au)). Cards will only be deemed 'registered' after a completed application is received and authorized by a staff member. Failure to do so may result in the card being deemed 'unregistered'. No points and benefits can be redeemed by an unregistered card.

A registered card and/or its balance is not transferrable and may only be used by the registered cardholder. It is the cardholders' responsibility to keep personal details updated. If personal details change and notification is not received we may not be able to offer or provide benefits or rewards.

### Using The Card

Once registered, please allow up to 48 hours (2 working days) for the card to be activated.

Once activated, simply present the card at any time during your transaction, before making payment to the checkout operator. The checkout operator will scan the card and you will receive any current benefits and/or rewards points.

Points can only accrued when the card is scanned. The card must be scanned before the finalisation of any transaction. Points **cannot** be added/adjusted after the finalisation of any transaction.

Points accrual is calculated at the ratio of 100:1. One percent of the total spend will be converted into points and transferred to the registered card at the point of scanning. Any benefits and/or rewards points accrued will be listed on your receipt.

In the event that you wish to redeem any points that you have accrued, simply advise the checkout operator before making payment. You may use your accrued points partially or wholly at any participating store at any time. Accrued points cannot be redeemed for cash.

In accordance with the Tobacco Products Control Act 2006, points will not be accrued on any cigarettes or tobacco products. When redeeming, points cannot be used to purchase cigarettes or tobacco products.

The card may **not** be used in conjunction with any other discount offer.

The card may **not** be used in conjunction with a store account.

### Membership Cancellation

If you wish to cancel your membership please contact our administrative office on any of the details below:

Queens Supermarkets (WA) Pty Ltd

Postal Address: PO Box 1695 Geraldton WA 6531

P: 089964 5637 E: [admin@rigtersupermarkets.com.au](mailto:admin@rigtersupermarkets.com.au)

Any benefits accrued on the card will be forfeited.

### The Card



The Rigters Reward card remains the property of Queens Supermarkets (WA) Pty Ltd, which reserves the right to cancel or revoke the card at anytime. Use of this card constitutes acceptance of the terms and conditions of the Rigters Rewards Program, as amended from time to time. These terms and conditions are available to view at any of the participating stores and online at [www.rsgwa.com.au](http://www.rsgwa.com.au).

This card is not a credit card or a financial services card.

If found, please return to:

Queens Supermarkets (WA) Pty Ltd.

Postal Address: PO Box 1695 Geraldton WA 6531

P: 089964 5637 E: [admin@rigtersupermarkets.com.au](mailto:admin@rigtersupermarkets.com.au)

#### Privacy

We respect your privacy. We collect, store and use your personal information in accordance with the Privacy Act 1988. By participating in this program you consent to Queens Supermarkets (WA) Pty Ltd using your personal information to operate and provide you with the membership benefits of the Rigters Rewards program. You also consent to Queens Supermarkets (WA) Pty Ltd using your personal information to assist in researching new product and service offerings and provide information regarding competitions, updates, promotional material and/or marketing. You can opt out of receiving any correspondence by contacting our administrative office on any of the details below:

Queens Supermarkets (WA) Pty Ltd

Postal Address: PO Box 1695 Geraldton WA 6531

P: 089964 5637 E: [admin@rigtersupermarkets.com.au](mailto:admin@rigtersupermarkets.com.au)

#### Lost or Stolen Cards

If the card is lost or stolen, please contact our administrative office on 0899645637 or [admin@rigtersupermarkets.com.au](mailto:admin@rigtersupermarkets.com.au)

The lost or stolen card will be replaced. Any benefits accrued on lost or stolen cards will be cancelled and may be replaced at the Companies discretion.

The issuing of replacement cards and the re-instatement of current benefits on lost or stolen cards is at the discretion of Queens Supermarkets (WA) Pty Ltd.

#### Damaged or Unusable Cards

If the card is damaged or unusable you may be issued with a replacement card. Any benefits accrued on damaged cards may be replaced at the Companies discretion.

The issuing of replacement cards and the re-instatement of current benefits on damaged or unusable cards is at the discretion of Queens Supermarkets (WA) Pty Ltd.

#### Other Information

By completing and signing the application form you accept the terms and conditions that govern the Rigters Rewards program. The registered card is issued by and remains the property of Queens Supermarkets (WA) Pty Ltd trading as Rigters Supa IGA, Queens Supa IGA, Wonthella Supa IGA, Cellarbrations Liquor Wonthella and Queens Supa IGA Liquor.

We reserve the right at any time and without notice to;

- a) Decline to issue Rigters Rewards cards
- b) Cancel your membership
- c) Modify membership benefits
- d) Reverse points where a transaction is cancelled or a refund given.
- e) Correct erroneous, invalid points or adjust for reversed transactions at any time even if it would put your membership account into a negative points balance.
- f) Terminate the Rigters Rewards program
- g) Change the terms and conditions from time to time. These terms and conditions are available to view at any of the participating stores and online at [www.rsgwa.com.au](http://www.rsgwa.com.au).