

STRETCH

STRETCH REWARDS BENEFIT TERMS AND CONDITIONS

NOTICE TO MEMBERS AND USERS: THIS IS AN IMPORTANT DOCUMENT WHICH EXPLAINS THE TERMS AND CONDITIONS OF THE STRETCH REWARDS PROGRAMME – PLEASE READ IT CAREFULLY AND PAY CLOSE ATTENTION TO CLAUSES IN BOLD TEXT.

These terms and conditions (the “**Terms**”) govern your use of our website at <https://www.STRETCH.co.za/> our STRETCH Rewards loyalty programme and our services (collectively, the “**STRETCH Rewards Interface**”). By using or accessing the STRETCH Rewards Interface, you agree to be bound to these Terms. If you disagree with any part of these Terms, you must immediately stop using the STRETCH Rewards Interface or any part thereof.

You warrant and represent that you are, at least, 18 (eighteen) years of age or, if your local jurisdiction’s statutes dictate a higher minimum age, then you warrant that you meet the mandated legal local minimum age, or that you are assisted by your legal guardian who will be transacting on your behalf and that you are mentally fit to transact on the STRETCH Rewards Interface.

If this is not the case, you must notify us immediately if you require any assistance to understand or interpret these Terms.

PLEASE READ OUR PRIVACY STATEMENT AND THE FOLLOWING TERMS BEFORE USING THE STRETCH REWARDS INTERFACE.

BY CONTINUING TO ACCESS OR USE THE STRETCH REWARDS INTERFACE, YOU WARRANT THAT YOU HAVE READ, UNDERSTOOD AND HAVE AGREED TO BE BOUND BY THESE TERMS.

Grocery Benefit

Grocery Coupon Benefit – Shoprite/ Checkers

1. Summary

Rewards members will have access to a “grocery product discount benefit”, whereof clients/ members will receive up to 50 discounted coupons on selected dissimilar grocery and product discount coupons, per month, to be redeemed at any Shoprite/ Checkers outlets nationwide.

2. Benefit Terms and Conditions

- 2.1. The Rewards grocery coupon benefit (the “**Grocery Coupon Benefit**”) entitles you, as a monthly member, to access grocery coupons on a pre-defined list of grocery products at Shoprite/ Checkers Stores.
- 2.2. The Grocery Coupon Benefit is only available for use by Rewards members that have paid their monthly subscription fee.
- 2.3. The coupons are only redeemable at Shoprite/ Checkers stores within the Republic of South Africa.
- 2.4. Please ensure that you have selected all the coupons you wish to purchase in your basket as you are limited to 1 Shoprite/ Checkers shopping trip per day.
- 2.5. The coupons cannot be exchanged for cash.
- 2.6. This coupon may not be used in conjunction with any other in-store specials or promotions.
- 2.7. The coupons are only valid until the expiry date and whilst stocks last.
- 2.8. Each digital coupon is redeemable *via* the Rewards interface up to 5 (five) coupons per product per month.

The pre-defined list of grocery items may be amended by Rewards program in its sole discretion and without prior notice to you.

- 2.9. To redeem your coupons, Login or Register if you are a first-time user of the Rewards platform:
 - 2.9.1. Select your coupons from the relevant coupon partners by following the prompts.
 - 2.9.2. Once the selected items have been scanned, inform the cashier that you have coupons and provide the cashier with your coupon codes.
 - 2.9.3. A Coupon Code will remain valid for 30 days from the time of issue.

3. Service Delivery and Query Handling

The Rewards Client Services shall solely be responsible for addressing and resolving all the member queries and/ or concerns related to this Benefit and undertakes to do so in strict accordance with the terms and conditions.

Grocery Benefit

Grocery Coupon Benefit – USave

1. Summary

Rewards members will have access to a “grocery product discount benefit”, whereof clients/ members will receive up to 50 discounted coupons on selected dissimilar grocery and product discount coupons, per month, to be redeemed at any USave outlets nationwide.

2. Benefit Terms and Conditions

- 2.1. The Rewards grocery coupon benefit (the “**Grocery Coupon Benefit**”) entitles you, as a monthly member, to access grocery coupons on a pre-defined list of grocery products at USave Stores.
- 2.2. The Grocery Coupon Benefit is only available for use by Rewards members that have paid their monthly subscription fee.
- 2.3. The coupons are only redeemable at USave stores within the Republic of South Africa.
- 2.4. Please ensure that you have selected all the coupons you wish to purchase in your basket as you are limited to 1 USave shopping trip per day.
- 2.5. The coupons cannot be exchanged for cash.
- 2.6. This coupon may not be used in conjunction with any other in-store specials or promotions.
- 2.7. The coupons are only valid until the expiry date and whilst stocks last.
- 2.8. Each digital coupon is redeemable *via* the Rewards interface up to 5 (five) coupons per product per month.

The pre-defined list of grocery items may be amended by Rewards program in its sole discretion and without prior notice to you.

- 2.9. To redeem your coupons, Login or Register if you are a first-time user of the Rewards platform:
 - 2.9.1. Select your coupons from the relevant coupon partners by following the prompts.
 - 2.9.2. Once the selected items have been scanned, inform the cashier that you have coupons and provide the cashier with your coupon codes.
 - 2.9.3. A Coupon Code will remain valid for 30 days from the time of issue.

3. Service Delivery and Query Handling

The Rewards Client Services shall solely be responsible for addressing and resolving all the member queries and/ or concerns related to this Benefit and undertakes to do so in strict accordance with the terms and conditions.

Grocery Benefit

Grocery Coupon Benefit – Pick n’ Pay

1. Summary

Rewards members will have access to a “grocery product discount benefit”, whereof clients/ members will receive up to 50 discounted coupons on selected dissimilar grocery and product discount coupons, per month, to be redeemed at any Pick n’ Pay outlets nationwide.

2. Benefit Terms and Conditions

- 2.1. The Rewards grocery coupon benefit (the “**Grocery Coupon Benefit**”) entitles you, as a monthly member, to access grocery coupons on a pre-defined list of grocery products at Pick n’ Pay Stores.
- 2.2. The Grocery Coupon Benefit is only available for use by Rewards members that have paid their monthly subscription fee.
- 2.3. The coupons are only redeemable at Pick n’ Pay stores within the Republic of South Africa.
- 2.4. Please ensure that you have selected all the coupons you wish to purchase in your basket as you are limited to 1 Pick n’ Pay shopping trip per day.
- 2.5. The coupons cannot be exchanged for cash.
- 2.6. This coupon may not be used in conjunction with any other in-store specials or promotions.
- 2.7. The coupons are only valid until the expiry date and whilst stocks last.
- 2.8. Each digital coupon is redeemable *via* the Rewards interface up to 5 (five) coupons per product per month.

The pre-defined list of grocery items may be amended by Rewards program in its sole discretion and without prior notice to you.

- 2.9. To redeem your coupons, Login or Register if you are a first-time user of the Rewards platform:
 - 2.9.1. Select your coupons from the relevant coupon partners by following the prompts.
 - 2.9.2. Once the selected items have been scanned, inform the cashier that you have coupons and provide the cashier with your coupon codes.
 - 2.9.3. A Coupon Code will remain valid for 30 days from the time of issue.

3. Service Delivery and Query Handling

The Rewards Client Services shall solely be responsible for addressing and resolving all the member queries and/ or concerns related to this Benefit and undertakes to do so in strict accordance with the terms and conditions.

Retail Gift Card Benefit

Rewards Retail Gift Cards Benefit – Edgars, Style, Legit & Beaver Canoe

1. Summary

Rewards members shall be eligible to purchase Edgars, Style, Legit & Beaver Canoe gift cards at a 10% discounted price.

2. Benefit Terms and Conditions

- 2.1. The Rewards retail benefit (the “**Retail Benefit**”) entitles you, as a monthly member, to a 10% (ten percent) discount on a purchase of an Edgars, Style, Beaver Canoe and Legit stores gift card.
- 2.2. The Retail Benefit is only available for use by Rewards members that have paid their monthly subscription fee.
- 2.3. To qualify for the 10% (ten percent) discount, members must purchase a digital gift card for either Edgars, Style, Legit and/ or Beaver Canoe via the Rewards platform.
- 2.4. The bearer of the electronic gift card code may use the code to purchase merchandise from any Edgar’s, Style, Beaver Canoe and Legit stores.
- 2.5. The electronic gift card will only be accepted if a valid electronic gift card code is presented to the cashier from the Rewards application.
- 2.6. All electronic gift cards may be redeemed at any service desk of an Edgars, Beaver Canoe, Legit and Style outlet/s nationwide; and
- 2.7. Purchased gift cards will remain valid for redemption for a period of up to 12 months from the date of purchase/ activation thereof by the Rewards member.
- 2.8. There are no limitations on frequency of purchases of electronic gift cards.
- 2.9. The electronic gift card may not be used for the payment of a retail account
- 2.10. Cannot be exchanged for cash
- 2.11. Cannot be used to purchase airtime
- 2.12. **for security reasons, this voucher or Gift Card should be kept in a safe place. If stolen, it may still be used to make unauthorized/ fraudulent purchases.**
- 2.13. lost or stolen Gift Cards will not be replaced or refunded. However, if you are in possession of the voucher or Gift Card number, you can call the Edgars Customer Service Centre on 031 010 0005 to report it lost or stolen, Mon – Fri: 08h00 – 17h00 or email: edgars.customercare@retailability.co.za.
- 2.14. Edgars will block the voucher or the remaining amount on the Gift Card and transfer it to another Gift Card, which will be available when you next visit any Edgars store; and
- 2.15. Gift Card balances can be checked in-store at a till point or by calling the Edgars Customer Service Centre on 031 010 0005
- 2.16. An electronic Gift Card is a digital version of the existing Gift Card, and the following additional terms apply:
 - 2.16.1. if the full value of your electronic Gift Card is not used on your first purchase, the balance will be transferred to a physical Gift Card.
 - 2.16.2. the electronic Gift Card cannot be topped up or be sent to someone else.
 - 2.16.3. should the electronic Gift Card be **deleted**, or Rewards customer cell phone be **lost or stolen, Neither Edgars nor the Rewards program will be liable for any reimbursement of any nature.**
 - 2.16.4. The electronic gift card can be resent to a member, however, only to the original number.
 - 2.16.5. the usage of the electronic Gift Card is **solely at the risk and discretion of Rewards member; and neither Edgars nor the Rewards program shall be held liable** for any cellular network service operator’s delay in forwarding an electronic Gift Card to you.

The pre-defined discount amount and/ or gift card denomination may be amended by the Rewards program in its sole discretion and without prior notice to you.

Retail Gift Card Benefit

3. Service Delivery and Query Handling

The Rewards Client Services shall solely be responsible for addressing and resolving all the member queries and/ or concerns related to this Benefit and undertakes to do so in strict accordance with the terms and conditions.

Travel Benefit

Rewards Travel Benefit - justGO

1. Summary

Rewards members shall be eligible to receive a “travel discount benefit”, which entails members being eligible to purchase bus tickets at justGO, from a variety of bus services listed on their website.

2. Benefit Terms and Conditions

- 2.1. Members will receive R20.00 (twenty Rand) off all bookings less than R1000.00 (one thousand Rand).
- 2.2. Members will receive R50.00 (fifty Rand) off all bookings above R1000.00 (one thousand Rand).
- 2.3. Subject to such exclusions and qualification criteria as detailed in this clause:
 - 2.3.1. Members will be allowed to claim up to R400 p.m. on return bus tickets.
 - 2.3.2. Bus tickets can be to, and from, any destination within the borders of South Africa to which the selected bus service travels.
 - 2.3.3. Bus tickets are to be booked via the justGO website at: www.justgo.co.za, customer service helpdesk whereafter Rewards customer will receive a ticket electronically; and
- 2.4. Purchased bus tickets will remain valid for redemption up to, and including, the date and time of travel.
- 2.5. All bus ticket bookings are subject to justGO standard booking terms and conditions, including the respective Bus Service’s terms and conditions (a copy of which is available on the service provider’s website: <https://www.justgo.co.za/faq>).

The pre-defined discount amount may be amended by the Rewards program in its sole discretion and without prior notice to you.

3. Service Delivery and Query Handling

The Rewards Client Services shall solely be responsible for addressing and resolving all the member queries and/ or concerns related to this Benefit and undertakes to do so in strict accordance with the terms and conditions.

Travel Benefit

Rewards Travel Benefit – Bolt

1. Summary

Rewards members shall be eligible to receive a “e-hailing discount benefit”, which entails members being eligible to book e-hailing rides with Bolt, at a discounted rate of 15% (fifteen percent) on 2 (two) rides per month via the Bolt app.

2. Benefit Terms and Conditions

Members shall receive at a cost equal to 15% (fifteen percent) less than Bolt’s standard charge for 2 (two) rides;

Subject to such exclusions and qualification criteria as detailed in this clause

- 2.1. Members need to request discount voucher via the Customer’s platform;
- 2.2. Trips/rides can be from, any destination within the borders of South Africa to which Bolt provides services;
- 2.3. Trips/rides are to be booked via the Bolt app whereafter the customer will receive confirmation electronically.

The pre-defined discount amount may be amended by the Rewards program in its sole discretion and without prior notice to you.

3. Service Delivery and Query Handling

The Rewards Client Services shall solely be responsible for addressing and resolving all the member queries and/ or concerns related to this Benefit and undertakes to do so in strict accordance with the terms and conditions.

Entertainment Benefit

Rewards Entertainment Discount Benefit – Nu Metro

1. Summary

Rewards members shall be eligible for “movie discount benefit”, which entails Rewards members being eligible to purchase a standard Nu Metro 2D movie ticket at a fixed discounted price.

2. Benefit Terms and Conditions

- 2.1. Rewards members will be provided with a standard Nu Metro 2D movie ticket at a discount of 50% of the retail ticket price.
- 2.2. Subject to such exclusions and qualification criteria as detailed in this clause:
 - 2.2.1. Tickets need to be purchased via the Rewards platform.
 - 2.2.2. Tickets can be redeemed to watch 2D movies at participating Nu Metro branches.
 - 2.2.3. Tickets may be redeemed by members via the Nu Metro ticketing platforms (online or in-cinema).
 - 2.2.4. Vouchers marked “2D” are valid for one (1) regular “2D” movie ticket
 - 2.2.5. Vouchers marked “2D’ are not valid for “3D”, Scene Xtreme, Scene VIP or 4DX offerings
 - 2.2.6. Vouchers may not be exchanged for cash
 - 2.2.7. Vouchers do not guarantee entry to a cinema, as a regular box offering Terms and Conditions, as well as processes, apply and certain performances may be sold out.
 - 2.2.8. vouchers are valid for 30 (thirty) days from the date of purchase.

The pre-defined discount amount may be amended by the Rewards program in its sole discretion and without prior notice to you.

3. Service Delivery and Query Handling

The Rewards Client Services shall solely be responsible for addressing and resolving all the member queries and/ or concerns related to this Benefit and undertakes to do so in strict accordance with the terms and conditions.

Fast Food

Rewards Fast Food Benefit – Nando’s, Steers, Debonairs Pizza, Fishaways, milky Lane, Burger King, Spur

1. Benefit Summary

Rewards members shall be eligible to receive a ‘discounted’ digital voucher code for making purchases from prescribed fast-food outlets. The discount vouchers can then be used on their next purchase at the prescribed fast-food outlet.

2. Benefit Terms and Conditions

2.1. A member will receive a discount voucher for their next fast-food meal purchased from a participating store, provided that they:

2.1.1. Spend R150 (one hundred and fifty Rand) or more, excluding the delivery fee, to qualify for a R30 (thirty Rand) voucher.

2.1.2. member to submit claim within 24 (twenty-four) hours from visiting the participating outlet or ordering through the respective fast-food application (e.g., the Steers and Debonairs App).

2.1.3. **The image of the receipt for each claim submitted must display:**

2.1.3.1. Date and time of receipt

2.1.3.2. Receipt number

2.1.3.3. Fast-food outlet name

2.1.3.4. Meals purchased and price per item

2.1.3.5. Total amount of the purchase excluding any tip.

2.1.4. The refund will be calculated as per the qualifying criteria and the amount spent on the bill, up to a maximum of R30.00 (thirty Rand).

2.1.5. Claims will be processed within 5 (five) Business Days.

2.1.6. All claim submissions will be vetted and approved by Rewards Client Services based on the above criteria.

2.2. For the Fast-Food outlet’s Mobile application voucher redemptions, members will need to adhere to the fast-food outlet’s application terms and conditions.

2.3. Members will also need to enter the voucher number in the required field in the app before confirming the payment method.

2.4. To qualify for a voucher reissue, members will need to purchase food to the value of R100 (one hundred Rand) or more, excluding voucher spend.

2.5. The Fast-Food Benefit:

2.5.1. can only be redeemed at participating outlets. We shall be entitled, in our sole and absolute discretion, to amend the list of outlets from time to time. Whilst every effort will be made to ensure that all listed outlets are trading, the Rewards program shall not be held liable in the event of any restaurant closures.

2.5.2. member voucher is valid for 1 (one) use only.

2.5.3. members cannot use 2 (two) vouchers for one purchase.

2.5.4. member is limited to 4 (four) claims per subscription month.

2.5.5. member must redeem within 30 days from date of voucher issue.

2.5.6. is based on the outlet’s standard prices.

2.5.7. shall not be applicable with any special offers, promotions, other discount vouchers or loyalty programs.

2.5.8. applies to individual line items on the menu whereby only 1 (one) discount applies; and

2.5.9. applies to meals that include drinks.

2.6. Discount vouchers cannot be redeemed using other food delivery services, e.g.: UBER Eats, MrD, etc.

The pre-defined discount amount may be amended by the Rewards program in its sole discretion and without prior notice to you.

Fast Food

3. Service Delivery and Query Handling

The Rewards Client Services shall solely be responsible for addressing and resolving all the member queries and/ or concerns related to this Benefit and undertakes to do so in strict accordance with the terms and conditions.

Car Hire Benefit

Rewards Car Hire Discount Benefit – Woodford Car Hire

1. Benefit Summary

Rewards members shall be eligible to receive a “travel discount benefit”, which entails members being eligible for a ‘car hire discount benefit’, from Woodford Car Hire, via their online booking platform.

2. Benefit Terms and Conditions

- 2.1. Discount rates offered to members at a cost equal to 15% (Fifteen percent) at Woodford Car Hires standard charge for the applicable car hire/rental.
- 2.2. Subject to such exclusions and qualification criteria, the Rewards Program warrants that:
 - 2.2.1. members will be allowed to book an unlimited number of car hire/rentals.
 - 2.2.2. Car rentals can be from, any destination within the borders of South Africa to which Woodford Car Hire provides services.
 - 2.2.3. Car rentals are to be booked via the Woodford Car Hire website whereafter Rewards customer will receive a confirmation electronically.
- 2.3. Members must be in possession of a Valid RSA driver’s license or Valid International driver’s license.
- 2.4. Members must be in possession of a Valid Bank Credit Card, to be utilised for making payment and for the rental deposit.
- 2.5. All additional charges for insurances, fuel, rental extras and cross-border fees are for the member’s expense.
- 2.6. All bookings are subject to Woodford Car Hire standard booking terms and conditions (a copy of which is available on the service provider’s website: <https://www.woodford.co.za/terms-and-conditions>)

The pre-defined discount amount may be amended by the Rewards program in its sole discretion and without prior notice to you.

3. Service Delivery and Query Handling

The Rewards Client Services shall solely be responsible for addressing and resolving all the member queries and/ or concerns related to this Benefit and undertakes to do so in strict accordance with the terms and conditions.

Assistance Service Benefit

Assistance Service benefits are available to Rewards Members 24/7/365, assistance services are provided telephonically at no charge. Members may request in-person consultation and assistance, this can be arranged and provided to the member at a separate cost, for the members account.

Rewards Assistance Service Benefit

Assistance Service Benefit – Credit Counselling

<i>Benefit Description</i>	<i>Benefit Detail</i>	<i>Terms & Conditions</i>
<i>Credit Counselling (Telephonic)</i>	Telephonic credit consultation for Main members with a qualified financial advisor.	Limited to telephonic credit counselling. This benefit is available to all members reflected on the bordereaux. Any face-to-face consultations and/ or debt consolidation services will be for the member's own expense.

Assistance Service Benefit – Wills & Estate Planning

<i>Benefit Description</i>	<i>Benefit Detail</i>	<i>Terms & Conditions</i>
<i>Wills & Estate Planning (Telephonic)</i>	Telephonic Wills and Estate planning consultation for Main members with a qualified financial advisor.	Limited to telephonic consultation and free draft of Final Will and testament. This benefit is available to all members reflected on the bordereaux. Any face-to-face consultations and additional services will be for the member's own expense.