

PART D: BONDS REWARDS TERMS AND CONDITIONS

13. BONDS REWARDS ONLINE, BONDS REWARDS AU IN-STORE

A. BECOMING A BONDS REWARDS MEMBER

13.1 You may apply for membership of Bonds Rewards if you are aged 18 years or over and have an active email account. Bonds Rewards is the new name for Bonds & Me, so you will already be a member if you joined the Bonds & Me program. Any benefits provided under the Bonds & Me program are replaced by those listed in this part D. The Bonds Rewards Loyalty Program applies to both Bonds and Bonds Outlet stores and online website. Our offers and rewards do not apply to third party retailers who sell our products.

13.2 To become a member you must provide us with a unique and valid email address. Your rewards account will be active online and in-store irrespective of where you sign up. Mandatory fields will be clearly identified at registration and must be completed. Fields may include name, email, gender and DOB. Phone number is not currently mandatory but will be prompted at sign-up. It is your responsibility to ensure you update your details if they change. As a member, your purchase history is recorded with your membership account, including where you elect to check-out as a guest using the unique email address associated with your membership account . Any information regarding your membership account (such as your name and address) as well as information regarding past purchases (such as products purchased and any sizing information) will not be shared with any other customer, including if they request sizing information to purchase a gift.

13.3 You agree that we may contact you with invitations, offers and promotions. If you do not wish to be contacted, please do not exercise the option to receive these communications when you register or you can exercise the “unsubscribe” option on these invitations, offers and promotions at any time. If you unsubscribe to email, you’ll still be a member of the Program and earn points and vouchers when making product purchases using your membership, but you will stop receiving general marketing emails, invitations, offers and promotions. You may still receive transactional emails such as e-receipts, delivery updates, loyalty voucher alerts and reminders and other important transactional emails and communications relating to your membership with the program. Emails may include your Rest Rewards voucher balance, which is correct at the time of send only and subject to change. Log in to your Rest Rewards account for the latest balance. Voucher balance reflects the cumulative total — all individual vouchers have their own expiry terms and minimum spend that must be achieved independently of any other voucher’s minimum spend requirement as outlined in these terms.

13.4 You must not allow any other person to use your Bonds Rewards details. You agree that you are solely responsible for all activity that occurs using your Bonds Rewards details, including the purchase of any goods.

13.5 If you become aware of any breach of security or unauthorised access to or use of your Bonds Rewards details, you must immediately notify us by calling Bonds Customer Service on 1800 806 906.

13.6 We may decide to amend, suspend or discontinue the Bonds Rewards program at any time. We will contact you on the email address that you have provided if Bonds Rewards is to be suspended or terminated. Any amendments will be reflected in these terms and conditions and will apply to any transactions occurring after such amended terms and conditions are publicised.

13B. BONDS REWARDS BENEFITS

13.7 Benefits are determined by Bonds in its absolute discretion and may include, without limitation, Rewards vouchers, discounts and member only offers.

13.8 Subject to meeting the requirements set out in this section, as a member of Bonds Rewards you will be entitled to receive 1 point for every full dollar spent on product purchases at Australian Bonds stores (including Bonds Kids stores), Bonds Outlets and bonds.com.au from 25 July 2024. You will not earn points for amounts spent in Bonds Clearance stores or third-party retailers that see our products, or on online Delivery Fees, the purchase of gift cards, any charitable donation or where a product is subject to an alternate offer that excludes the earning of points in its terms and conditions. Points are valid for 24 months.

13.9 Additional points may be earned or awarded as a result of incentives and/or promotional activities, which are at Bonds' discretion and may be selective.

13.10 For purchases made in store, you can earn points by providing your digital membership card or the email address associated with your loyalty account at the checkout prior to purchase. For purchases made online, you can earn points by logging into your account before placing an order.

13.11 Unless there is a system interruption, your earned points will be allocated to your points balance:

- for in-store purchases: within 24 hours of the transaction; and
- for online purchases: within 24 hours of Bonds confirming via email that all products in an online order have been shipped.

13.12 Bonds Bucks discount vouchers - When you accumulate 100 points you will be eligible to receive a \$5 Bonds Bucks discount voucher in accordance with the choices set out in clause 13.12 of these Terms and Conditions. Individual discount vouchers can

only be redeemed once and cannot be reinstated. Bonds Bucks discount vouchers can be used in conjunction with other offers and promotions, unless expressly prohibited in the offer or promotion terms and conditions. Discount is off the total transaction. Multiple vouchers can be used in the one transaction. Redemption of Bonds Bucks vouchers is valid at Australian Bonds Stores (including Outlets) and bonds.com.au.

13.13 Rewards choice – Bonds Rewards points can be converted to Bonds Bucks discount voucher in one of two ways. Log into your My Account to update your Rewards choice. Once you make a choice, you cannot change this again for 24 hours.

- Automatic Bonds Bucks discount vouchers: your \$5 Bonds Bucks discount vouchers will automatically be added to your member account once 100 points is reached. You will also be notified via email. This is the default option. These vouchers are valid from 90 days from date of issue.
- Bank points: points will accumulate in your account until you choose to convert them into Bonds Bucks discount vouchers via the My Account section when you log in at bonds.com.au. Bonds Bucks can only be converted at a ratio of 100 points = 1 x \$5 discount voucher. Once converted, Bonds Bucks discount vouchers will be added to your account, and you will also be notified via email. These vouchers have a validity of 30 days from date of issue.

13.14 Welcome Reward – Upon signing up to be a Bonds Rewards member for the first time, your account will be issued with 100 points.

13.15 Anniversary Reward. Each year on your member anniversary 100 points will be issued to your account.

13.16 Rewards points and Bonds Bucks discount vouchers have no cash or monetary value and cannot be redeemed as cash or used to pay for gift cards or laybys. Vouchers can only be redeemed once and any unspent amount forfeited and removed from your account.

13.17 Rewards points and Bonds Bucks discount vouchers are not transferrable and cannot be shared with anyone else.

13.18 We may deduct from your points balance any points:

- credited to your account balance as a result of an error;
- relating to a transaction that has been cancelled, reversed or refunded; or
- relating to any suspected fraudulent activity.

We will notify you of any such deductions via the email address associated with your Bonds Rewards account.

13.19 Any suspected abuse of the program and the vouchers provided to members can result in orders being stopped and your membership being cancelled.

13.C RETURNS AND REFUNDS

13.20 If you receive a refund for any part of an eligible transaction, we will reverse points that have been allocated to you in relation to a refunded product. In some cases, this may result in a negative points balance.

13.21 If you return an item for change of mind, you will receive a refund of the amount paid excluding the value of any Bonds Bucks or Rewards Vouchers used in the purchase. The Bonds Bucks or Rewards Voucher will not be reinstated or reissued.

13.D POINTS EXPIRY

13.22 Points expire if you do not redeem them by midnight (AEST) on the expiry date shown in the My Points section of your account (24 months after the date we allocate them to your points balance).

13.E DIGITAL WALLETS

13.23 Eligible Bonds Rewards members will receive 50 bonus points in their Bonds Rewards account within 24 hours of downloading the Bonds Rewards Digital Wallet pass for the first time. 50 bonus points will only be allocated once per account, even if the digital pass is removed and downloaded again. Once downloaded, members may receive push notifications unless opted out via their digital wallet settings on their mobile device. Due to digital wallet functionality, from time-to-time members may receive geo-targeted push notifications regardless of subscriber status. Digital passes may display your total points and voucher balance, but please log in to your online account for the most up-to-date voucher and points balance and individual voucher terms and conditions, such as minimum spends and expiry dates.

14. BONDS REWARDS IN STORE NEW ZEALAND

Unless stated explicitly below, all other Terms & Conditions are as above.

BECOMING A BONDS REWARDS IN STORE NZ MEMBER

14.1 As a member of Bonds Rewards NZ you will be entitled to receive 1 point for every full NZ dollar spent on product purchases at NZ Bonds Outlets from 25 July 2024. You will not earn points under this program for amounts spent at bonds.com.au or third-party retailers, the purchase of gift cards, any charitable donation or where a product is subject to an alternate offer that excludes the earning of points in its terms and conditions.

BONDS REWARDS NZ BENEFITS

14.2 For purchases made in store, you can earn points by providing the email address associated with your loyalty account at the checkout prior to purchase.

14.3 Bonds Bucks discount vouchers - When you accumulate 100 points you will be issued a NZD \$5 Bonds Bucks discount voucher. You will be notified via email and all rewards will be housed in your registered account. Individual vouchers can only be redeemed once and cannot be reinstated. Bonds Bucks vouchers can be used in conjunction with other offers and promotions, unless expressly prohibited in the offer or promotion terms and conditions. Discount is off the total transaction. Multiple voucher use in one transaction is accepted. Bonds Bucks are valid until the expiry date listed on individual voucher (90 days from date of issue). Redemption of Bonds Bucks vouchers earned under this program are valid at NZ Bonds Outlets only. For the avoidance of doubt, the Reward Choices set out at clause 13.12 of these Terms and Conditions do not apply to members of Bonds Rewards NZ.