

Sharetea Loyalty Program Terms and Conditions

1. These Terms and Conditions must be read in conjunction with our Privacy Policy to enable you to understand how we use any of your private information.
2. When you purchase items through the Sharetea Mobile App, Online Ordering system or in-store, you will earn Boba points.
3. Following items are not applicable for earning points: Gift Cards
4. Each item or order channel may entitle you to different amounts of Sharetea points.
5. 550 points are equal to \$5.50 worth of redemption on the Sharetea mobile app.
6. From time-to-time Sharetea may run promotions allowing you to earn extra reward points on your purchases on the Sharetea Mobile App.
7. Sharetea points cannot be earned or redeemed against purchases made through third-party providers, including delivery services.
8. You'll earn Sharetea Points on all eligible transactions made with payment options excluding: any promotional coupons, vouchers
9. Sharetea does not exchange or refund Sharetea points for anything else, including for cash or gift cards.
10. Sharetea reserves the right to monitor your order history to ensure that any points are accumulated legitimately.
11. Sharetea is not responsible for any unauthorised use or access of the Sharetea Mobile App account and redemption of points by third parties, including the unauthorised use of a reward code sent to an account holder.
12. Sharetea reserves the right, in its absolute discretion and without prior notice, to remove offers and/or reward codes. Sharetea's legal rights to recover any loss, damages or other compensation from such offender(s) are reserved.
13. The Sharetea Mobile App is free however all expenses for internet access to use the Sharetea Mobile App and access rewards offered are the responsibility of the app user.
14. Changes to Sharetea Loyalty Program;

a) Subject to clause 3.2, Sharetea reserves the right to make any changes (whether material or otherwise) to the Sharetea Loyalty Program and these terms and conditions, including:

i) changes to:

(1) the ways in which Sharetea points are earned and redeemed;

(2) rewards available;

(3) reward restrictions or conditions;

(4) redemption procedures;

(5) service charges and other fees; and

(6) the expiry of accrued Sharetea points;

ii) changes to the parties included as partners, or the products and services offered by any of those parties from which Sharetea points may be earned;

iii) changes to any of our partner's participation including restrictions on earning and/or redeeming Sharetea points, cancellations, reward earning and redemption levels; and

iv) changes to any Sharetea group company products or services.

b) Sharetea will use best efforts to advise You of material changes to these Terms and Conditions and, where such changes will limit rewards:

i) where the reward is provided by Sharetea, to give You at least 1 months' notice;

ii) where the reward is provided by a third party, where possible give you at least 14 days' notice.

c) You will be taken to have received the notice of a change if Sharetea notifies You of the change by providing notice at the email address provided to Sharetea by you or, if no valid email address is held by Sharetea, by posting details of the changes on sharetea.com.au

15. Rewards are not your property and may be revoked, cancelled, limited, or modified at any time, even though such action may affect your right to use previously received rewards. Interpretation of these terms shall be at the absolute discretion of Sharetea whose decision will be final. Sharetea is not liable for rewards that are lost due to fraudulent, unauthorised, or other unacceptable use.

16. Sharetea gives no warranty as to the continuing availability of Sharetea Program. Sharetea may terminate or suspend the Sharetea Program at any time. Sharetea will give at least one (1) months' notice to You of such termination or suspension, except if Sharetea ceases to operate its restaurants in which case Sharetea Program will cease immediately, which

may result in the loss of your rewards and the cancellation of rewards associated with the Sharetea Mobile App.

17. If Sharetea terminates or suspends the Sharetea Program, you will be able to redeem Sharetea points during the notice period in accordance with these Terms and Conditions, except where Sharetea is ceasing to operate its tea stores/business and/or has gone into liquidation or other form of administration, in which case Sharetea may terminate or cancel any Rewards or Rewards immediately without notice.
18. Any tax liability connected with receipt, use or redemption of any reward through the Sharetea Mobile App is the responsibility of the user.
19. These Terms and Conditions are to be read in conjunction with, and subject to, any Additional Terms governing any reward, promotion, discount or offer operated by Sharetea. In the case of any inconsistencies, these Terms and Conditions will prevail.

Eligibility and Registration

- Membership in Sharetea Loyalty Program is free and available to individuals aged 14 years and over who reside in Australia.
- Each member may hold only one account registered under a unique email address and/or mobile number.
- Sharetea reserves the right to verify your identity and reject any duplicate or fraudulent registrations.

Points Calculation

- Points are earned based on the total amount spent after discounts and before applicable taxes.
- Points are calculated to the nearest whole number (e.g., \$5.85=59 points).

Use of Points with Other Offers

- Points redemption cannot be combined with any other promotions, discounts, or offers unless expressly stated otherwise by Sharetea.

Personal Information

- By participating in the Sharetea Loyalty Program, you consent to Sharetea collecting, using and storing your personal information for the purpose of operating and improving the program in accordance with our Privacy Policy.

System Errors

- Sharetea is not responsible for any technical issues, including delays or failures in the accumulation or redemption of points caused by network, device, or system errors.

Governing Law

- These Terms and Conditions are governed by the laws of New South Wales, Australia, however, Sharetea reserves the right to enforce its rights under these Terms and Conditions in any competent jurisdiction within Australia.

Memberships

- Users will begin as Standard members but will have the ability to upgrade to VIP.
- Standard members will earn 10 points for every \$1 they spend.
- Once a customer spends \$2,000, they will be upgraded to a VIP status where \$1 spent can earn 15 points
- The VIP membership will be reviewed annually from the date of upgrade.
- Members who do not achieve \$2,000 in eligible spending during the membership year will have their status reverted to Standard.
- When a VIP Member reverts to Standard status, eligible points may be added within 14 days