



PRESENTS



LOYALTY PROGRAM  
2021



NESTO HYPERMARKETS bring you one step closer to our shelves through this Customer Care program that is intended to suit the mood and purchase patterns of each one of you. INAAAM<sup>★</sup> is a loyalty Program specially designed to aid the Purchasing habits of our loyal customers extending our service to a family audience by giving them an opportunity to shop more at much less through this innovative program. INAAAM<sup>★</sup> would earn substantial savings to the vast number of customers who consider NESTO as their second home. Currently operating in the countries of UAE, KSA, Bahrain, Oman, Qatar and Kuwait, the NESTO footprint is soon expected to expand into other markets in Asia. INAAAM<sup>★</sup> would initially be available to our customers in the UAE and later be expanded to other countries. NESTO is all about getting you All the Quality you need, All the Freshness you need, All the Style you need, All the Fashion you need, All the Range you need and in short, All that you need to maintain a cost effective, yet quality driven lifestyle. INAAAM<sup>★</sup> adds value to this relationship by fetching you Reward Points for every purchase enabling you to redeem these points for more purchases.



# THE CARD





### INAMM<sup>★</sup> - How to collect points

It is simple, just produce your card at the time of your purchase, the cashier will scan your card and complete the billing. The points will be credited to your card immediately. Please note that the points cannot be collected for Cigarettes and Telephone cards.

INAMM<sup>★</sup> - How many points do you collect for your purchase. You will get 1 point for every AED 5 purchase.

INAMM<sup>★</sup> - What do you get for the points you collected?

Purchase	Points	Voucher Value
AED 2500	500	AED 25/-
AED 5000	1000	AED 50/-
AED 7500	1500	AED 75/-
AED 10000	2000	AED 100/-
AED 12500	2500	AED 125/-
AED 15000	3000	AED 150/-
AED 17500	3500	AED 175/-
AED 20000	4000	AED 200/-
and so on.....		



## INAMM<sup>★</sup> - How and when to get your vouchers (Redemption of points)

- You can redeem your points to get the voucher on the basis of above qualification criteria.
- Redemption of points for voucher is possible at any time from the INAMM<sup>★</sup> kiosk or the customer service Desk (CSD).
- Once you redeem your points for vouchers, equivalent points will be deducted from your total points available as on that date.
- This program ends on 31.12.2016.



## Terms & Conditions

Nesto INAAAM<sup>★</sup> Programme is a loyalty programme operated by Nesto Hypermarket L.L.C, its subsidiaries, associates and the branches under its management control (hereinafter referred to as 'Nesto Group' or 'Nesto' ). As a member, you will earn Points when making qualifying purchases at all Nesto stores when showing your INAAAM<sup>★</sup> Membership Card at the time of purchase. These terms and conditions relate to the membership, earning and redeeming of points under the Programme from its launch.

### GENERAL

1. Nesto reserves the right to withdraw or cancel any or all of the INAAAM<sup>★</sup> Membership Cards issued; refuse to award Points; withdraw Points; refuse the right to redeem Points collected for any breach of these conditions or failure to pay for the purchases without prior notice.
2. By using your INAAAM<sup>★</sup> Membership Card in any of the Programme's participating outlets or with the partners for the purpose of earning Points or availing discounts, you automatically provide acceptance of the Programme along with its rules, terms and conditions, which are subject to amendment from time to time.
3. Your membership of the Programme can be revoked or refused if you are involved in any act of fraud, shoplifting, re-selling or bulk buying, cheating with or without cause and without notice. The membership can also be revoked if you are found to be involved in any sort of misuse of the INAAAM<sup>★</sup> Membership Card of the programme. In this given scenario all your existing points on the INAAAM<sup>★</sup> Membership Card shall also stand cancelled and cannot be redeemed.
4. Nesto reserves the right to modify or close the Programme, or to change, cancel or withdraw any of the terms and conditions, without assigning any reason whatsoever at any point of time at its own discretion. It reserves the right to discontinue programme memberships - existing or new - temporarily or permanently for a period of time, as decided by the management.
5. Benefits and offers made to you through the programme may change or be withdrawn without prior intimation. Nesto will not be responsible for any liability arising from such situations.
6. No points will be issued on any products that are sold on offer or at a discounted price. However it is the discretion of Nesto management to award points on the discounted products at any ratio that it may deemed fit.
7. Nesto has the right to modify the manner in which Points are earned and redeemed, including the number of Points earned and the value of these points, without prior notice.

8. You are responsible for notifying the customer service desk (CSD), for any changes in your address or contact details.
9. Nesto has the right to contact members for the purpose of providing membership information, account statements and redemption vouchers even if you have opted out of receiving communications.
10. Nesto will not be liable for any unlawful or misuse of an INAAAM<sup>+</sup> Membership Card or account at the kiosk. Card holder will have to ensure that the card is pulled out of the kiosk and logged out before leaving the kiosk.
11. As a member you are responsible for any loss, damage or theft of your INAAAM<sup>+</sup> Membership Card or INAAAM<sup>+</sup> Rewards Voucher. You must report any loss, damage or theft immediately to the Customer Service Desk of the nearest store. Replacement of INAAAM<sup>+</sup> Membership Cards that are issued for any reason whatsoever will be replaced for a penalty of AED 5/-, which will be collected at the store. In case of loss of the INAAAM<sup>+</sup> card (Master Card), a new membership card will be issued to you with a new membership to avoid fraudulent use of the previous card. The replacement / new card will be ready for collection at the store of your choice within 10 working days. Meanwhile you may use your supplementary / mastercard or virtual card for the purpose of earning points. In case the card has to be blocked then, again the card holder will have to notify at the CSD of our hypermarkets.
12. By participating in the programme, you consent to Nesto can retain the information provided to Nesto about you, including details of any purchases made and the use of this information to offer you products and services that are likely to be of interest and for Nesto market research purposes.
13. Member may cancel his / her card by a written application submitted at the CSD of any of the stores. Once the application is approved, the member shall be allowed to redeem his balance points provided it falls within the minimum redemption threshold of 500 points. Any points that are ineligible for redemption shall be cancelled.
14. INAAAM<sup>+</sup> Rewards Programme is inseparably associated with Internet availability. As such, the Customer Loyalty Program is susceptible to down time whenever the Internet is offline. NESTO accepts no responsibility for Internet communication challenges that negatively impact its Customer Loyalty Program. NESTO will make every effort to ensure that customers receive points earned on purchases transacted during times when the Internet is unavailable. However, there can be no redemption of points during times when the Internet is unavailable.
15. These terms and conditions shall be governed by the laws of the country issuing the card and any dispute may be referred to the courts of the respective country.
16. The terms and conditions as published on the INAAAM<sup>+</sup> Website [www.Inaamrewards.com](http://www.Inaamrewards.com) as updated from time to time shall be final and binding and supersede the terms and conditions herein and other information as provided in relation to the Programme.

## MEMBERSHIP

1. The INΛΛM<sup>★</sup> Membership Card shall always remain the property of the Nesto and you will only be the custodian of the same.
2. Only an individual who has attained the age of 18 years is entitled for the membership of the Programme. Applications received from members under the age of 18 will be blocked for redemption of points till the member attains the age of 18.
3. The membership to the Programme is free and the membership card is not a corporate card/corporate membership and is not valid for Nesto staff.
4. The INΛΛM<sup>★</sup> Membership card can only be used at stores and other promotional third party partners who may from time to time be part of the program. These third party offerings will be subject to the terms and conditions of the third party involved
5. Membership is non-transferable and can only be used by you, as the authorised Cardholder. The Membership will be allotted purely at the discretion of the management and final decisions on all matters relating to the INΛΛM<sup>★</sup> Membership Card shall rest with Nesto.
6. A member who has not transacted within a 6 month period will be deemed by the Programme as 'Inactive'. No communications will be sent to members in Inactive Status. To avoid becoming an Inactive member, ensure that you have at least one transaction within a 6 month period. Members in Inactive Status will be re-activated to Active Status as soon as they make their next transaction.
7. A member shall at all times hold only one valid INΛΛM<sup>★</sup> membership card in his name. If found otherwise, Nesto reserves the right to cancel all INΛΛM<sup>★</sup> membership cards held by the Person in his name and the points accrued in such cards cannot be redeemed. Once an existing member applies for a new INΛΛM<sup>★</sup> Membership card his existing temporary account will be merged with the new INΛΛM<sup>★</sup> account within 7 days of registration. On issuing the new INΛΛM<sup>★</sup> membership card, the old membership card stands cancelled and points can be earned only in the new INΛΛM<sup>★</sup> membership card.



## EARNING

1. Points can only be earned when the INAAAM<sup>★</sup> Membership Card or INAAAM<sup>★</sup> Virtual Card is produced at the time of making the purchase at all participating Nesto Hypermarket outlets only. No retrospective claims for the transactions made in the past will be entertained.
2. All Points earned under the Nesto programme are valid till further notice. All unused Points over 24 months will expire and shall not be available for redemption. You can access your account details at any time on [www.Inaamrewards.com](http://www.Inaamrewards.com) , INAAAM<sup>★</sup> Kiosk or INAAAM App.
3. Points once redeemed against a purchase can in no event be re-credited.
4. All purchase returns must happen as per Nesto terms of purchase. In the event of a Purchase Return by a member, all points earned on the original transaction for the returned items will be reversed from the members account, including any bonus points earned on promotional items.
5. Your Points balance cannot be pooled with the Points balance of any other member at any point of time.
6. Points earning is as per the prescribed earning rate outlined in the point structure system as shown on the INAAAM<sup>★</sup> website. Nesto reserves the right to change all or some of the earning rates without prior notification. However, Nesto will endeavour to advise you of any changes in the earning rates in advance.
7. Points can be earned only at participating outlets as set forth in the membership guide and on the programme website. Nesto reserves the right to add or remove any of the outlets at any time without prior notification. Nesto L.L.C will endeavour to advise you of any changes to outlets in advance.
8. Points earned will be available for redemption only after 7 days from the transaction date.
9. INAAAM<sup>★</sup> Points cannot be earned in conjunction with any other programmes and co-marketing partnerships.
10. INAAAM<sup>★</sup> points cannot be earned on Cigarette, Tobacco and Telephone cards.

## REDEMPTION

1. INMM Rewards Vouchers will be issued to all members who have reached the threshold of 500 points subject to Nesto Hypermarket L.L.C having the complete updated profile of the Member. INMM Rewards Voucher will be issued in multiples of AED 25. Any balance remaining in your account will be used towards the next Rewards Voucher.
2. INMM Rewards Vouchers are valid as per the validity period indicated on the voucher and is only for a one time usage. Non-usage of the INMM Rewards voucher within the specified time limit will result in expiry of the Rewards Voucher and the points.
3. INMM Rewards Vouchers are non-refundable and non-transferable; Members must show their INMM Membership Card, and a valid photo identity for verification at the time of redemption of the INMM Rewards Voucher. The card number should match with the card number mentioned on the INMM Rewards Voucher for redemption in order to be accepted.
4. Members will be required to sign the INMM Rewards Voucher at the time of redemption.
5. INMM Membership Card can be used only in the country of issuance. INMM Rewards Vouchers can also be redeemed only in the country of issuance.
6. INMM Rewards Vouchers cannot be exchanged for cash, and no amount can be returned in cash for purchases made through INMM Rewards Vouchers.
7. INMM Rewards Vouchers once used cannot be used again hence the voucher will be collected by our cashiers.
8. If the value of the purchase is more than the value of the INMM Rewards Voucher, the balance amount must be paid by the member using a valid payment method.
9. INMM Rewards vouchers cannot be purchased using cash or any other form of payment.
10. Lost INMM Rewards Voucher must be reported to the CSD immediately. Nesto will not be held responsible for any fraud or misuse of any INMM Rewards Voucher, nor for any loss as a result. It is your sole responsibility to ensure that the INMM Rewards Voucher is kept safe.
11. INMM Rewards Vouchers are as good as cash. If lost, they cannot be re-issued. Member should keep Gift Voucher in a secure and safe location.
12. The issue of INMM Rewards Voucher is an automated process set by Nesto. Members cannot make redemptions 'on request'.
13. INMM Rewards vouchers can be redeemed only at participating outlets of Nesto Hypermarkets.
14. INMM Rewards Vouchers are valid for 1 month from the date of issue specified on the voucher. Non-usage of the Gift Voucher within the specified time limit will result in expiry of the voucher.
15. INMM points would expire in 24 months from the date they are earned. Should a member's points are expired on his or her account, the Points in that account will be cancelled. As set forth in these Program Rules, Nesto has the right to cancel all or some of the Points in a Member's account should Nesto determine, in its sole discretion, that the Member has misrepresented the program.