

Terms & Conditions

DEFINITIONS

LOYALTY PROGRAMME: The loyalty programme operated by participating WeCare pharmacies.

LOYALTY DISCOUNTS: Exclusive loyalty discounts for Loyalty Members developed for participating WeCare Pharmacies.

LOYALTY POINTS: The “currency” of the points earned and redeemable by Loyalty Members at the issuing store/s.

PARTICIPATING STORE/S: Participating WeCare Pharmacies which have accepted to provide this Loyalty Programme to their customers.

ISSUING STORE/S: The participating WeCare pharmacies where the Loyalty Card was issued.

MEMBER/S OR LOYALTY MEMBERS: Any person who registers and is registered as a participant to the Loyalty Discounts Loyalty Programme for the purpose of earning and redeeming points, rewards, or any other loyalty branded items at any of the participating WeCare Pharmacies.

GENERAL Participating stores reserve the right to alter or change operational conditions of the loyalty card programme or to terminate it at any point. In the event of programme, termination, loyalty points and loyalty vouchers will remain valid for 30 days.

In the event you wish to opt-out of the of the loyalty programme, please contact the participating store/s in person, by phone call, or by email. Contact details can be found at wecarepharmacy.co.za by searching for the desired WeCare store.

Any abuse whatsoever of the participating store’s loyalty card by any person constitutes a criminal offence and participating stores reserve the right to cancel such person’s membership and withhold all loyalty points from her/his account. Incorrect or invalid cards or card numbers will not be awarded loyalty points.

Being registered as a member of the loyalty programme irrevocably signifies your agreement to these terms and conditions. Participating stores, their organisers, promoters, partners, or agencies do not bear any responsibility or liability for any loss, damage, injury, accident, and death or asset damage howsoever arising from inclusion or participation in the loyalty discounts programme.

Customers are responsible for providing any information and personal details when registering as a loyalty member and conducting transactions via SMS, internet, and telephone with participating store/s.

YOUR PERSONAL DETAILS: You are required to submit your valid South African ID (or, for non-South African citizens, your passport number) to register, to earn loyalty points, to change your details, or manage your personal account.

By providing participating stores with your personal information, you give participating stores permission to send you information regarding its loyalty programme and other store promotions via telephone, email, post, fax, SMS, mail, and physical delivery.

The loyalty card is issued by and remains the property of the participating store/s. The participating store/s reserves the right to decline, issue, and withdraw loyalty cards at any time.

A valid cell phone number and/or postal address and/or email address will be required from each holder of a participating store/s loyalty card for all communications. No communication will be sent to phone numbers, postal addresses, or email addresses outside South Africa.

In the event you wish to opt-out of the participating store/s loyalty programme communication, please contact the participating store/s where you applied. Participating store/s will ensure that it is compliant with the Consumer Protection Act.

The participating store/s loyalty card is issued by and remains the property of the participating store/s or any of its subsidiary or associated companies. Participating stores reserve the right to decline, issue, and withdraw any loyalty cards at any time.

THE LOYALTY CARD

Loyalty cards are not transferable.

Your loyalty card can only be used to earn and redeem points or rewards at the WeCare Pharmacy you registered with. Points / rewards are not transferable to any other pharmacy, unless the pharmacy is part of a group.

Your loyalty card cannot be used as a credit, debit, or guarantee card.

For all lost, stolen, or defaced cards, please visit the store in which you applied at for in-store assistance. You can instruct participating stores to block/deactivate your lost, stolen, or defaced card and request a new card.

If your loyalty card is lost, a replacement fee of R50 will be charged for re-issue of the card.

Loyalty points attached to the lost/blocked/defaced card will be transferred to your new loyalty card. If loyalty points attached to the card have been switched or donated before the card is blocked, there can be no recovery of loyalty points' value.

If the monetary value of switched loyalty points attached to the card have been redeemed in-store before the card is blocked, there can be no recovery of loyalty points' value. Participating stores cannot be held liable for loss of loyalty points or monetary value.

The loyalty card, in whatever form, is not transferrable, cannot be copied, and can only be used by the member who is named and registered to the card.

EARNING LOYALTY POINTS To earn loyalty points for transactions, the customer must present their loyalty card at participating stores' points of sale in order for the transactions to be recorded. If no card is presented at point of sale before payment, loyalty points will not be earned for the transaction.

Furthermore, it is not possible to earn loyalty points retrospectively for transactions in the past where the loyalty card has not been presented. The customer must ensure that their loyalty card has been captured for all their online shopping transactions in order to earn points for those transactions.

Each WeCare store has its own unique loyalty setup and rules on how customers earn and redeem loyalty points and how customers receive discounts. Some participating stores may choose to join as a group and allow loyalty customers to use the same loyalty card at multiple participating stores.

For every whole South African Rand spent on point-eligible items, one loyalty point will be earned unless otherwise specified as point-per-Rand earning rates may vary per participating store. No loyalty points exclude cent amounts.

Pensioner customers may also apply for a loyalty card and earning of loyalty points or pensioner discounts vary per participating store.

You do not earn loyalty points on fuel, tobacco, and tobacco-related products, gift cards, and top-up, money transfer, prescription pharmaceutical goods, baby formula (0-36 months), third-party services, and payments. Participating stores reserve the right at any time to further exempt certain products or departments from earning loyalty points at its discretion.

Opportunities to earn extra loyalty points will be given at the participating store's discretion. You can view your loyalty points balance in-store by allowing the participating store's store supervisor assist you.

USING YOUR LOYALTY POINTS

Participating stores reserve the right to change the conversion value of loyalty points at its discretion. Participating stores will notify their loyalty customers in advance if such a change should occur.

Loyalty points are reset per annum on the anniversary date on which loyalty members registered for their loyalty card. Loyalty customers will be notified via SMS 30 days prior to day of reset.

Loyalty point resets may also vary per participating store. Participating stores reserve the right to close or reset loyalty points on any loyalty member accounts that have been inactive for a period of 90 consecutive days.

A SMS will be sent to the loyalty member to notify that their account will be expiring 30 days prior to the date of expiry. Loyalty points and loyalty vouchers attached to closed accounts will also be forfeited.

In the case of a prolonged strike or industrial action, participating stores reserve the right to suspend loyalty point redemption for a period to be defined at the participating store's discretion.

Values accumulated from loyalty points remains virtual money. No customer will receive cash money from the loyalty programme scheme. Monetary value is attached to the loyalty card at which point the card assumes the function of a gift card.

INSTANT DISCOUNTS

Loyalty members will receive instant savings and discounts on selected products in participating stores. These promotions will be available for limited periods from time to time, subject to stock availability.

Please note that not all products are available in all participating stores and special offers may change without notice. Participating stores may change any instant savings or discount offers at any stage.

A confirmation message will reflect on your till slip when instant discounts have been applied.