

IDH Style Rewards Program

Terms & Conditions

Last Updated February 2019

1. Program Overview

Effective as of February 21, 2019 (the “Program Start Date”), the IDH Style Rewards Program (referred to as the “Program”) came into effect. The Program is a customer loyalty program offered by Interior Design House (“IDH”). The following terms and conditions govern the Program.

- a. The Program is available to residents of Canada who are at least 18 years of age or older at the time of registration.
- b. The Program allows you to earn points (“Points”) on the dollars you spend as described below. You can then redeem those Points for IDH Style Rewards Dollars (“Rewards Dollars”). Membership is free and no initial purchase is required in order to become a Member.
- c. The Program requires you to provide your first and last name, your phone number, email address, postal code and birthday to enroll.
- d. IDH may in their sole discretion, restrict, suspend, amend, extend or otherwise alter the terms and conditions relating to the Program (including earning and redemption rates) at any time, from time to time, and without prior notice. If the terms and conditions have been updated, IDH will post the new terms and conditions on the IDH website (the “Website”) and note the date that they were last updated. We encourage you, as Members (as defined below), to review the terms and conditions relating to the Program each time you visit the Website and/or shop at IDH. Notwithstanding the foregoing, IDH may, in their sole discretion, terminate all or any part of the Program at any time with 30 days’ prior notice.
- e. Where notice is to be provided pursuant to any section of these terms and conditions, it will be made via notices posted in store and/or a notice posted on the Website, as determined by IDH at their sole discretion.

2. Rewards Points

- a. All members will receive one (1) point for every \$1.00 in Net Eligible Purchases (as defined below) at IDH provided that you are identified as the Member at the time of purchase.
- b. The Points will be earned in the Account associated with your telephone number. Eligible purchases exclude costs associated with In-Home Accessorizing or Design Consultations and Delivery Fees, as well as any amount spent using loyalty tender (Rewards Dollars) as a method of payment.
- c. “Net Eligible Purchases” means purchases of goods and services for personal, family, and household purposes minus any In-Home Consultation Fees, Delivery Fees and HST.

3. Rewards Dollars

- a. You will receive \$100.00 Rewards Dollars for every 3000 points you earn.
- b. Rewards Dollars cannot be redeemed for cash.
- c. Rewards Dollars can not be redeemed during the Annual IDH Tent Sale. They will, however, be earned on all purchases (provided they are not paid for using a gift card or store credit).
- d. Rewards Dollars may be redeemed for any purchase but may be subject to some restrictions (i.e. not valid during Annual Tent Sale). Check any restrictions that may be in place before redeeming your Rewards Dollars.
- e. Rewards Dollars are not awarded for purchases made with a gift card, or paid for in whole with Rewards Dollars. The balance of a purchase paid for in part with Rewards Dollars is eligible for Rewards Dollar earning.
- f. Upon entering your Style Rewards Account Number at checkout, your net purchase amount will automatically be added to your account balance.
- g. Style Rewards account balances are not transferable from one Style Rewards member to another. A personal photo ID may be requested upon redemption. Points and/or Reward Dollars accrued cannot be inherited through the will of a deceased member or otherwise assigned or transferred in any way.
- h. If the full amount of the Rewards Dollar voucher is not used in a single transaction, the balance will be void.

4. Program Benefits and Offers

a. Program Tiers

The Program provides two tiers of membership for its customers, each providing a unique set of benefits.

i. Gold

The first tier is Gold and only requires you to provide your first and last name, your phone number, postal code and email address to enroll. Additional Program benefits of Gold may require you to provide further information such as mailing address and birthday, all of which you may provide at your discretion.

Members receive members-only offers such as a “Welcome Offer” and yearly “Birthday Bonus” offer, Referral Offer, invitations to in-store events, and advance access to our Annual Tent Sale. Members will also earn: One (1) point for every \$1.00 in Net Purchases. Gold Members will receive 100 Rewards Dollars for every 3000 points earned.

ii. Platinum

The second tier is the Platinum Club. If you spend a minimum of \$10,000.00 in a twelve (12) month period, you will automatically be elevated to the Platinum Club of the Program. Platinum Club Members receive all benefits provided to

Gold Members plus an extra ten percent (10%) off qualifying purchases* on the second Wednesday of each month and additional exclusive offers.

*Only regular priced items qualify for the 10% off discount and can not be combined with Rewards Dollars or any other promotion that may be on at the time.

b. Welcome Offer

All new members will automatically receive 100 welcome points when they sign up in store. When members are elevated to Platinum Club status they will receive 200 bonus points. These bonus points will be added within 2 weeks of when member was added to Platinum Club.

c. Birthday Bonus Offer

Members who have a completed profile with their last and first name, phone number, email address and birth month/day will receive an “IDH Style Rewards Birthday Bonus” offer each year during their birth month. The offer will be emailed to you, and will be valid 3 days before your birthday and 3 days after for a total of 7 days. In order to be eligible to receive your IDH Style Rewards Birthday Bonus offer you must provide your birth month and day at least thirty (30) days prior to your birth month. The IDH Style Rewards Birthday Bonus offer may vary depending on membership tier.

d. Bonus Points Offers

From time to time, we may make special offers for you to earn additional points for Net Eligible Purchases. These additional points are called “bonus points.” The ways to earn bonus points, and the bonus points that can be earned, may vary. Read each offer carefully, as there may be important conditions or limitations such as blackout periods, bonus point limits, or exclusions. We may change or withdraw an offer at any time with or without notice. Any such change or withdrawal will not affect bonus points already earned.

e. Check-ins

Check-ins are interactions with an IDH Style Rewards member at our store, or another IDH pop-up shop location. Members can have a “visit check-in” or an “event check-in.”

- i. A *visit check-in* is defined as a visit to the store during a non-event time.
- ii. An *event check-in* is a check-in during an in-store event and requires associate assistance to complete.
- iii. During an event, an existing member who checks in may also receive a bonus check-in credit by checking in their guest at the event.
- iv. By utilizing the check-in functionality, members will be automatically entered into any contest that IDH is sponsoring during the time of the check-in.

Official contest rules will be available for review at the time of check-in. See store associate for details on how to check-in.

5. Privacy

IDH shall maintain the privacy, security and integrity of all personal information collected from a Member, such as, but not restricted to: name, address, telephone numbers, e-mail address and purchasing information. When you register in the IDH database and/or become a Member, IDH only uses your personal information for the purposes of providing you with information concerning its business, products, services and promotions, as well as marketing and administering the Program. Your personal information is not shared with other companies or disclosed to any third parties. IDH strives to ensure that our security measures protect against loss, theft and unauthorized access of your personal information.

a. Opting Out of Marketing

Members will be enrolled to receive marketing material from Interior Design House as part of the enrollment process. You may opt out of receiving IDH Style Rewards promotional mail, emails and/or text messages at any time by sending an email to rewards@interiordesignhouse.com. Please be sure to include your current information and the requested changes you would like us to make to your marketing profile in your communication. You may also cancel or modify the text or email marketing communications you receive from us by following the instructions contained within our promotional emails or texts.

You can opt out of marketing materials and still participate in the Program; however, please understand that you will not receive all the great offers the Program offers.

6. Cancellations

a. Account Cancellation by Member

You may cancel your membership at any time by notifying us by email rewards@interiordesignhouse.com or by phone 905-634-3439. Cancellation may take up to one week to process. Upon cancellation, you will no longer earn points, and all membership rewards, rewards certificates, offers and benefits will be cancelled and deactivated.

b. Program Cancellation by IDH

If IDH decides to cancel the Style Rewards Program, we will provide you with 3 months notice of the termination by e-mail, and by notices in store.

7. Miscellaneous

a. Employee Participation

Employees of Interior Design House are eligible to participate in the Style Rewards Program, to earn and redeem any Style Rewards Dollars.

b. Account Identification at Point of Checkout

To receive credit for your transaction, your account must be identified at time of purchase. You will be required to provide your telephone number at the point of checkout. If you do not know your telephone number, we can look you up with your email. Providing your email or phone number at the time of checkout for purposes of either checking to see if you have an account, identifying your account, or setting up a new account is voluntary and is not being requested or recorded as part of a transaction.

c. Abuse of the Program

Membership in the IDH Style Rewards Program will be cancelled immediately and any account balance will be forfeited if a Member is caught shop-lifting or defrauding the Style Rewards Program in any way. Any unused Reward Certificate value will be forfeited.

d. Registered Designers

External Designers registered with the IDH Designer Program are eligible for the Style Rewards Program.

When making purchases using their designer discount, points will only be earned on the total after the 15% designer discount has been applied.

e. Rewards Dollars Balance

Members can check the Rewards Dollars balance in their accounts by visiting our store and checking your account on the tablet provided at the sales counter.

8. Acceptance of Terms & Conditions

By registering in the Interior Design House database, you:

- a. certify that you are over the age of 18,
- b. consent to the collection, use and disclosure of certain personal information as set out in the Interior Design House privacy policy, and
- c. agree to the terms and conditions of the Style Rewards Program, as they may be amended from time to time.