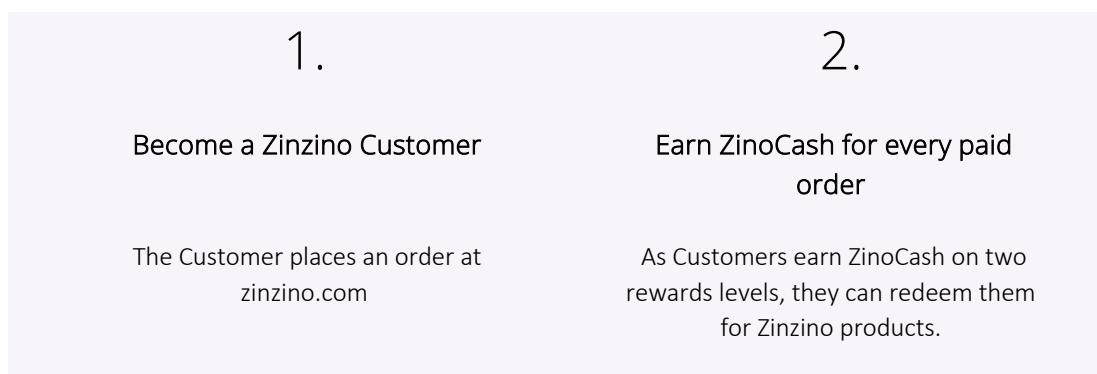




# Customer Rewards Program

How does it work?



Customers will earn ZinoCash on every paid order. The ZinoCash is collected in “My Account,” which is updated daily. Then it can be used to redeem Zinzino products.

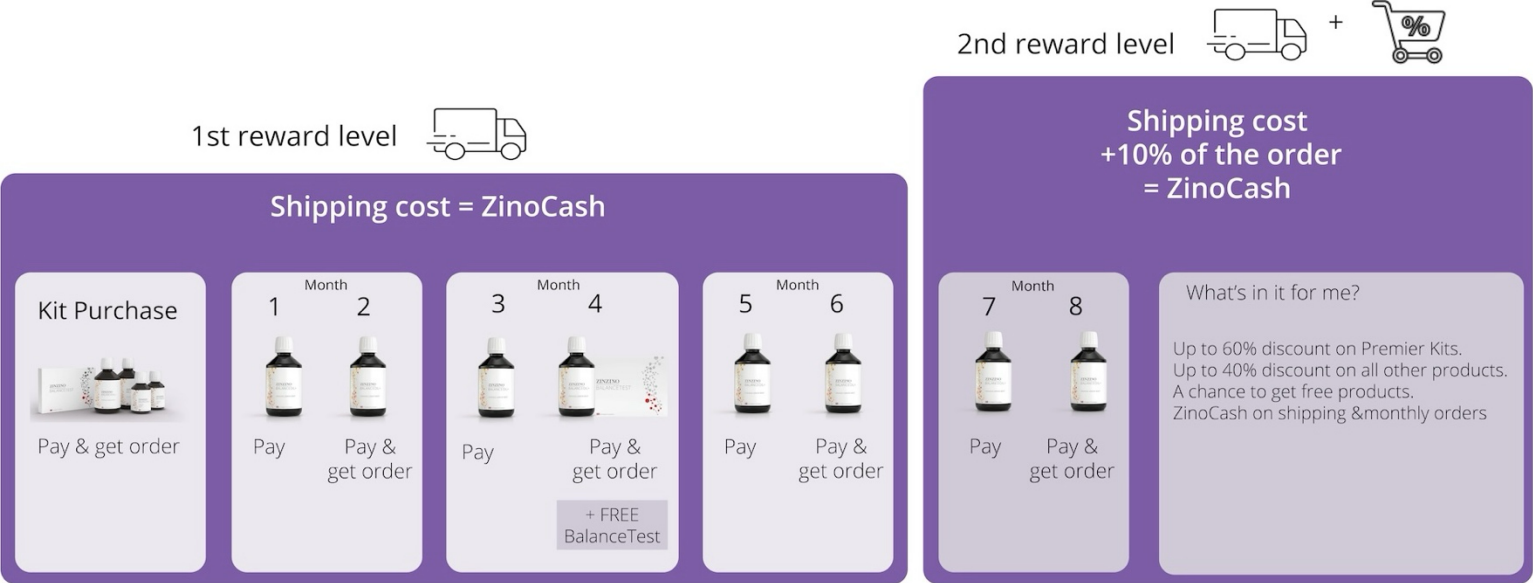
- ✓ **First reward level:** Customers earn ZinoCash for each paid order with shipping costs. Shipping costs paid by a Customer equal the same amount in ZinoCash, which is accumulated and added to their “My Account.”

Example: If Customer pays €7 for shipping costs, 7 ZinoCash are earned.

- ✓ **Second reward level:** Customers are entitled to Level 2 from their 7th paid monthly order and will get 10% of their full order back in ZinoCash, in addition to their ZinoCash shipping reward (Level 1).

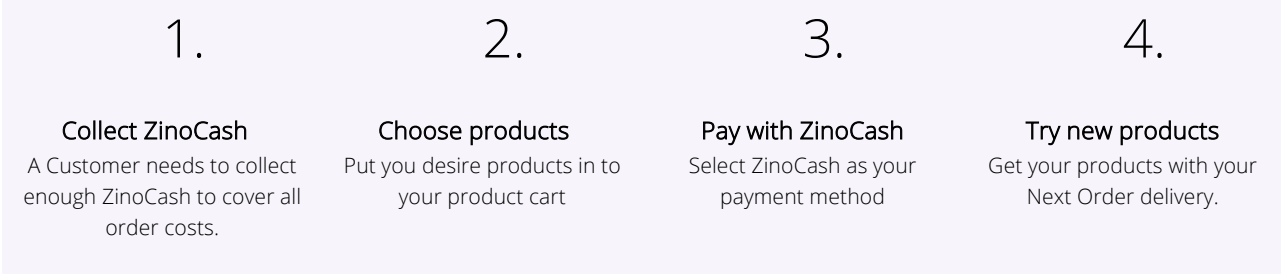
Example: A Customer subscribes to a product for €40, then adds a product for €30 and the shipping cost for this order is €5.  $€40 + €30 + €5 = €75 * 10\% \text{ Reward} = €7.5 + €5 \text{ shipping} = €12.5$  ZinoCash will be collected in the Customer’s “My Account” and can later be redeemed in the form of free products.

**Prepaid Kit** orders are eligible to earn Level 2 if Customers set up a Premier subscription or purchase single items as their next order. Prepaid Customers are not entitled to Level 2 if they purchase a new Prepaid Kit as their next order.



All your paid shipping costs will be refunded to you in ZinoCash + From your 7th order you get 10% back in ZinoCash

### Redeeming ZinoCash for products



- ZinoCash can be used to buy products from the Zinzino range, but this applies only to Single Item orders. Please note that ZinoCash cannot be used to cover the cost of Customer Subscription orders, Premier Kit orders or pre-sale products. We reserve the right to exclude other products without prior notice. If an item is excluded, the option to use points for payment during checkout will not be available.
- To use your accumulated ZinoCash, select "Send in next delivery". This will enable an additional payment method at checkout, allowing you to apply your ZinoCash by selecting the payment option "ZINOCASH".
- It is not possible to use ZinoCash for making partial payments towards a purchase. A payment that uses ZinoCash has to cover the entire cost of the order. ZinoCash points cannot be applied to shipping costs.

Example: The Customer has 200 ZinoCash, which they can use to pay for orders that equal €200 or less.

# Zinzino Customer Rewards Program Terms of Use

December 1, 2024

## About the Zinzino Customer Rewards Program

Zinzino's Customer Reward program is a way of expressing our gratitude to our loyal Customers for their continued support and for choosing our products. As part of the program, Zinzino Customers can earn and accumulate "ZinoCash", which can be used to purchase Zinzino products.

## Joining Zinzino Customer Rewards program

To join the Zinzino Customer Rewards Program, the Customer needs to become a Zinzino Customer by placing an order at [www.zinzino.com](http://www.zinzino.com).

## Earning ZinoCash

Zinzino Customers earn ZinoCash on every paid order, which is collected in their "My Account" and updated daily. The Customer Rewards Program has two reward levels.

1. **First reward level:** Customers earn ZinoCash on each paid order with shipping costs. Shipping costs paid by a Customer equal the same amount in ZinoCash, which is accumulated and added to their "My Account."

*Example: If a Customer pays €7 for shipping, 7 ZinoCash are earned.*

2. **Second reward level:** Customers are entitled to Level 2 from their 7th paid monthly order and will get 10% of their full order back in ZinoCash, in addition to Customers' ZinoCash shipping reward (Level 1).

*Example: A Customer subscribes to a product for €40, then adds on the product for €30 and the shipping cost for this order is €5.  $€40 + €30 + €5 = €75 * 10\% \text{ Reward} = €7.5 + €5 \text{ shipping} = €12.5$  ZinoCash will be collected in the Customer's "My Account" and can later be redeemed in the form of free products.*

Prepaid Kit orders are eligible to earn Level 2 if Customers set up a Premier subscription or purchase single items as their next order. Prepaid Customers are not entitled to Level 2 if they purchase a new Prepaid Kit as their next order.

We reserve the right to exclude discounted or special items from the 10% point accumulation in your account.

## ZinoCash currency exchange

Shipping costs rewards are equal to the amount paid in local currency for shipping. For example, if €5 is paid for shipping, 5 ZinoCash are earned, 50 SEK = 50 ZinoCash, 50 NOK = 50 ZinoCash.

## Returns

For information about how Zinzino handles returns, please read our General Terms and Conditions.

A order paid with ZinoCash can not be regretted, edited or refunded. The Customer's ZinoCash balance may be impacted by returns, if a Customer cancels a purchase, Zinzino will deduct the ZinoCash that the Customer earned for that purchase, potentially resulting in a negative ZinoCash balance on the Customer's account.

## ZinoCash expiration

Unless otherwise noted, ZinoCash is automatically added to the Customer's account within twenty-four (24) hours of an eligible purchase. ZinoCash does not expire for active Customers.

A Customer's ZinoCash will expire 12 months after that Customer's last order or subscription cancellation, whichever comes first.

If a Customer's account is terminated or disabled, that Customer's accumulated ZinoCash will be deleted, and 2nd Level qualification will be removed.

Customers can view and track their own ZinoCash balance, as well as any additional benefits for which they are eligible as a Zinzino Customer Rewards Program member, at <https://www.zinzino.com/shop/site/GB/en-US/login/Login>

## Redeeming ZinoCash for products

ZinoCash can be used to buy products from the Zinzino range, but this applies only to Single Item orders. Please note that ZinoCash cannot be used to cover the cost of Customer Subscription orders, Premier Kit orders or pre-sale products. We reserve the right to exclude other products without prior notice. If an item is excluded, the option to use points for payment during checkout will not be available.

Customers can redeem their accumulated ZinoCash rewards during the checkout process. To do this, the Customer should select "Send in next delivery". This will enable an additional payment method at checkout, allowing customers to choose "ZINOCASH" as a payment option.

It is not possible to use ZinoCash to make partial payments on a purchase. A payment made using ZinoCash must cover the entire cost of the order. ZinoCash points cannot be applied to shipping costs.

*For example, if a Customer has 200 ZinoCash, they can use them to pay for orders that equal €200 or less.*

Regarding orders where a Customer redeems their ZinoCash, they will not earn any additional ZinoCash, for that order.

## Other important information Customers should know

ZinoCash or ZinoCash reward levels cannot be transferred to another Customer account.

ZinoCash cannot be exchanged for cash or money.

If the Customer engages in any illegal activity, we reserve the right to respond accordingly. Any suspicions or unauthorized activities will be monitored, and we may remove ZinoCash from Customer accounts if necessary.