

## **TERMS AND CONDITIONS**

### **FOODLAND SUPERMARKETS GREAT REWARDS CASHBACK PROGRAM**

**EFFECTIVE DATE: 27 JUNE 2025**

In these Terms and Conditions “we”, “us, or “our” means Impeach Pty Ltd ACN 008 143 959 as trustee for Foodland Promotions Unit Trust ABN 85 528 062 001 and its related bodies corporate. When we say you, your (etc.), we mean the individual who is a member of the Program.

These terms and conditions apply to your participation in Great Rewards by Foodland Cashback Program (Program) and use of the Program website at [www.foodlandsa.com.au/cash-back-rewards](http://www.foodlandsa.com.au/cash-back-rewards) (Site) and Great Rewards by Foodland App (App).

### **YOUR AGREEMENT WITH US**

We own and operate the Program and the Site. Your registration for, or participation in, the Program constitutes acceptance of these terms and conditions. We may vary the terms and conditions and conditions of the Program from time to time and the current version of the terms and conditions will always be available on the Site and in the App. We will give you reasonable notice, including by posting on the Site, via email and in the App of any changes to these terms and conditions. If you do not accept changes to the terms and conditions you can terminate your membership by contacting us (see “Leaving the Program” below).

### **YOUR PRIVACY IS IMPORTANT TO US**

This document should be read in conjunction with the Great Rewards by Foodland Privacy Policy <https://www.foodlandsa.com.au/privacy-policy/> . If you are a member of both Great Rewards by Foodland and another loyalty program run by a Foodland retailer but there is a single membership card used for both programs, then this document should be read in conjunction with the privacy policy of that retailer and their loyalty program.

### **HOW TO GET STARTED**

Membership of the Program is free. To join the Program, you must meet the eligibility requirements (see further under “Your and Our Responsibilities”). To join you will need to register an account via the Great Rewards by Foodland App. If you do not provide the information requested in the registration process, you may not be able to fully participate in the Program.

## HOW TO OBTAIN THE FOODLAND GREAT REWARDS APP

To obtain the Foodland Great Rewards App customers must:

- Download the App from the Apple Store or Google Play Store;
- Complete registration of a user profile, including taking any steps that we may require for the user profile to be verified;
- Once verified, a unique Foodland User ID will be created, and customers will be able to access a barcode unique to that ID (Foodland Great Rewards Card) which will be accessible via the App.

More information on how to register your details can be found on the Foodland website or in the App.

The program is a loyalty program through which we provide member offers, deals and promotions (including third party offers, deals and promotions), targeted communications the opportunity to participate in competitions and prize draws and the opportunity to participate in the Great Rewards Cashback program. The program is reliant on electronic communications such as email and mobile notifications. By agreeing to participate in the Program you agree to receive electronic communications about the Program, the products and services featured through the Program, details of promotions and other benefits.

If we determine that your email address is not valid, or if you unsubscribe from receiving future electronic communications about the Program or offers provided under the program, you may not be able to receive some of all of the Program benefits (for example, you will no longer receive automatic entry into the Program prize draws) and we may suspend or terminate your participation in the Program in whole or in part.

Once you are a registered Program member, you will have access to the current benefits (see “Program Offers and Rewards” below) provided, in respect of Great Rewards Cashback, you have registered or logged in via the App. Your eligibility to receive benefits may be reduced or removed if you do not complete all of the information requested at registration.

For further information on the Great Rewards App and Terms and Conditions for its use, please see: <https://www.foodlandsa.com.au/great-rewards/>

## THIRD PARTY LINKS

The App may contain links to other websites over which we have no control. Those links are provided for your convenience only, and we are not responsible for their use, effect, or content. We make no representations or warranties as to, and accept no responsibility for, the accuracy of information on those websites, nor do we endorse any information, opinions, goods, or services referred to on them.

## YOUR AND OUR RESPONSIBILITIES

Any Membership Card issued to you remains the property of Impeach Pty Ltd as trustee for Foodland Promotions Unit Trust. You are responsible for its safekeeping and for the security of your Program account. To be eligible for a Program account, you must:

- you are resident in Australia; and
- you are aged 16 years or over and, if you are under 18 years of age, you have obtained your parent or guardian's consent to use the App;
- Use your real full name and only provide accurate information to us;
- Only maintain one account at any given time; and
- Have full power and authority to register for the Program and accept these terms and conditions.

You must give us accurate information about yourself and update your account online with any changes to that information. You must not transfer your account to another person or allow anyone else to use or receive the benefit of use of your account. You must not use your Membership Card, the Site, the App, any digital Foodland Gift Card issued to you, or any other program benefits we provide to you in any unauthorised or illegal manner. Our responsibility is to provide the Program in accordance with these terms and conditions, as updated from time to time in accordance with these terms and conditions. We are not responsible if you are unable to access or receive Program benefits because of your failure to comply with these terms and conditions. We are not responsible if you are unable to access or receive Program benefits because of your failure to comply with these terms and conditions, including a failure to provide accurate details or update your details to your account. We may (a) decline to register you for the Program and/or issue you a Membership Card, or (b) where we reasonably believe it is necessary to protect your or our interest, withdraw, suspend or cancel your Program accounts and/or Membership Card and remove you from the Program or remove Program benefits including declining to issue a digital Foodland Gift Card at any time if we reasonably believe that you:

- Are abusing or attempting to abuse the Program;
- Have materially breached these terms and conditions or the terms and conditions of any Program offers or benefits; or
- Are involved in any behaviour relating to our Program that involves theft, fraud, misconduct, abusive, offensive, or other inappropriate behaviour, or the supply of false or misleading information.

This Program is only for personal and consumer use. The Program cannot be used for any business transaction or purpose.

You are responsible for the use of your account and for use by the persons who access your account with your permission or by your failure to safeguard your login and password details or your mobile access to the App, including for any other person who uses your login and password details. You agree to notify us immediately using the Contact Us form [www.foodlandsa.com.au/contact/](http://www.foodlandsa.com.au/contact/), or by email to [customersupport@foodlandsa.com.au](mailto:customersupport@foodlandsa.com.au), if you become aware that your login may have been compromised or if you believe any unauthorised person has accessed your account.

## **PROGRAM OFFERS AND REWARDS**

The purpose of this Program is to reward your loyalty to Foodland Supermarket retailers and provide you with member deals and benefits, as well as to enable us, Foodland Supermarket retailers, participating suppliers, and other Program partners to gain insights into shopper trends, store and marketing campaign performance and other aspects of customer behaviour and retail performance. This will enable us to provide you with relevant offers and enhance your experience as a valued Foodland customer.

Benefits of participation in the Program include:

- Ability to earn and redeem Great Rewards Cash through the Great Rewards Cash Back program;
- In store member deals;
- Access to third party offers for products and services;
- Targeted marketing communications in relation to the Program and the offers and deals provided under the Program; and
- Automatic electronic prize draw entry for promotions.

You must present your Great Rewards Card at the register to take advantage of any “in-store” benefits and follow the directions provided in member communications and offers to access other Program benefits. The Great Rewards Card has no monetary value and cannot accumulate points as part of the Program, and member benefits are not transferrable or exchangeable for cash, except as provided under the Great Rewards Cash Back program.

### ***Excluded Products***

Certain products, including lottery tickets, tobacco products, commission related sales such as phone recharge, dry cleaning and the purchase of gift cards do not qualify for Program savings and will not be included in the calculation of qualifying spend or otherwise recognised for the purposes of automatic electronic prize draw entries or other offers. Other products may be added to the above list of excluded products at our discretion.

## **GREAT REWARDS CASHBACK**

The Foodland Great Rewards Cash Back program allows members to earn Great Rewards Cash by purchasing products on which a Great Rewards Cash Back offer has been advertised to them (Great Rewards Cash Back Products) in-store at Foodland Supermarkets and Local Cellars stores during the relevant advertised period. To be able to redeem Great Rewards Cash, you must first download the Foodland Great Rewards App. Please see how to obtain the “Foodland Great Rewards App” for information on how to do this.

When a Great Rewards Cash Back Product is purchased during the relevant promotional period, and your Great Rewards Card is scanned at the time of purchase we will credit the advertised Great Rewards Cash Back amount as Great Rewards Cash to your digital wallet within your Foodland Great Rewards App account. Transactions are intended to be processed in real time to calculate and apply rewards, however, could take up to 14 days to process due to a delay in transmission of the transactions.

Once you have accumulated the minimum threshold of \$10.00 Great Rewards Cash in your digital wallet within your Great Rewards account, you will unlock access to your Great Rewards Cash. Great Rewards Cash unlocks in increments of \$10.00. Great Rewards Cash unlocks for your use within 48 hours of reaching each \$10 increment. You will be invited to download a digital Foodland Gift Card and you can access your Great Rewards Cash by downloading the digital Foodland Gift Card to your digital wallet. For further information on Foodland Gift Cards and their terms and conditions please see “Foodland Gift Cards” below.

We may from time to time provide other redemption opportunities and these will be provided via the process used to inform you of material changes to relevant terms and conditions.

All transaction data and Great Rewards Cash Back earning and redemption calculations are subject to verification.

If you return a product on which you earned Great Rewards Cash Back, the value of Great Rewards Cash Back in respect to that refunded transaction will be deducted from your Great Rewards account and the relevant Foodland retailer may require the original receipt for this purpose.

Great Rewards Cash Back offers are determined by us at our discretion and may vary from time to time, from store to store and from member to member. Availability of Great Rewards Cash Back offers depends on stock availability at store. Additional terms and conditions may apply to particular Great Rewards Cash Back offers (such as limits on purchase quantities). No rainchecks will be given for out-of-stock products the subject of Great Rewards Cash Back offers. See in-store or check the App for details on particular offers.

The Great Rewards Cash Back program, including redemption via the Great Rewards App, is only available at Foodland Supermarkets located in South Australia and New South Wales (Broken Hill) and Local Cellars stores.

### **HOW LONG WILL IT TAKE FOR ME TO GET MY CASHBACK?**

Transactions are intended to be processed in real time to calculate and apply rewards, however, could take up to 14 days to process due to a delay in transmission of the transactions.

### **FOODLAND GIFT CARDS**

Your Foodland Gift Card can only be redeemed against the purchase of eligible products at Foodland Supermarkets stores and Local Cellars stores, by presenting the digital Gift Card at the register. Eligible products for redemption are all products other than lottery tickets, tobacco products, commission related sales such as phone recharge, dry cleaning and the purchase of gift cards. We may change the eligible products for redemption at our discretion from, time to time and such changes will be made available to you in advance of the implementation of the change consistent with the process used to inform you of material changes to relevant terms and conditions. Full terms and conditions can be found here:

[retail.foodlandsagiftcards.com.au](http://retail.foodlandsagiftcards.com.au)