

TERMS AND CONDITIONS

IT IS HEREBY AGREED

1. ABOUT US

- 1.1 C.A. Papaellinas Emporiki Limited (HE 27397), operating under the brand name Alphamega (**we** and **us**), is a company registered in Cyprus and our main trading address is at 10 Georgiou Davari street, Strovolos 2024, Cyprus.
- 1.2 To contact us telephone our customer service team at 77000088 or email wecare@alphamega.com.cy.

2. OUR CONTRACT WITH YOU

- 2.1 These terms and conditions (**Terms**) apply to the Stick & Win (Continuity) Scheme, a scheme by which you can accumulate bonus points (stickers) through your purchases at Alphamega Hypermarkets or any external third parties we collaborate with for a programme from time to time, which you can later redeem at us for discounts on programme (as defined below) products as per the Programmes available from time to time. No other terms are implied by trade, custom, practice or course of dealing. These Terms set out the contractual relationship between us and you in respect to the Stick & Win Scheme (**Contract**).
- 2.2 Through the Stick & Win Scheme several programmes are introduced (**Programmes**) from time to time. The Programmes can be limited in duration and/or in stock i.e. they will be valid for certain period intervals (as will be announced when introduced) and/or only while the reasonable stocks of the products allocated for the Programme last.
- 2.3 Each Programme may be governed by supplementary terms over and above the Terms of this agreement and may include terms by external third parties (**Supplementary Terms**). These supplementary terms will be notified to you either via a mobile push notification or via email to the number you provided to us.
- 2.4 The Terms together with our Privacy Policy and the Supplementary Terms of each Programme will apply to your membership of the Stick & Win Scheme. Please read the Terms carefully and make sure that you understand them, before registering for the Stick & Win Scheme. You will be legally bound by them when you register for the Stick & Win Scheme. If you do not wish to be bound by the Terms, please do not register for the Stick & Win Scheme.
- 2.5 We may update the Terms from time to time, for example, to comply with changes in the law, to take account of new features to the Scheme, or to introduce or end

collaborations with external third parties. We will notify you of any updates to the Terms via a mobile push notification or via email to the number provided to us.

- 2.6 To the extent that you find the Supplementary Terms of each Programme or the changes to the Stick & Win Scheme unsatisfactory then you can choose to cancel your membership of the Scheme in accordance with clause 7. Every time you wish to use the Scheme, please check the Terms and the supplementary terms of each Programme to ensure you understand the terms which will apply at that time.
- 2.7 We will not necessarily file a copy of the Terms specifically in relation to your use of the Stick & Win Scheme. You should therefore save a copy of the Terms for future reference.

3. REGISTRATION PROCESS AND RULES

- 3.1 To register for membership of the Stick & Win Scheme, you must complete and submit the mandatory fields (first name, last name and mobile number) when you first install the Stick & Win mobile application (**App**).
- 3.2 Only one membership is permitted per individual.
- 3.3 You must be over 18 years of age to register on the App.
- 3.4 When registering for the Stick & Win Scheme you agree to provide us with accurate and complete registration information. It is your responsibility to ensure that the information provided by you to us is correct and kept up-to-date. If you discover you have made a mistake with your registration details after you have submitted them to us or your details change, please contact us immediately so that we can correct our records as soon as possible.
- 3.5 You are responsible for keeping your Stick & Win Scheme details confidential and they should not be shared with anyone else.

4. COLLECTION OF STICKERS

- 4.1 Each Programme operates as follows:
- (a) There is a Programme start date (for example July 9th).
 - (b) A date is set as deadline for the collection of bonus points (for example September 1st).
 - (c) A date is set as deadline for the redemption of bonus points, which is usually after the deadline for the collection of bonus points (for example September 8th).

- 4.2 We, and any external third parties we collaborate with, will provide you with bonus points in the form of stickers (**Stickers**) every time you make a purchase either at our hypermarkets or at the external third parties' business.
- 4.3 Stickers are given in paper form (handed when you make a payment) or digitally (by presenting the QR code on your App upon payment).
- 4.4 Stickers will be awarded in accordance with the Stickers exchange rate set out in our App or at our website at www.alphamega.com.cy (**Stickers Exchange Rate**).
- 4.5 We reserve the right to vary the Stickers Exchange Rate at any time and at our sole discretion. We may also set a limit on the number of Stickers which may be awarded to each Stick & Win Scheme account in respect of certain items or generally. We also reserve the right to add or remove any number of Stickers from any Stick & Win Scheme account at any time without notice. If we vary the Stickers Exchange Rate or vary the Stickers award system which apply to each scheme and such variations are unsatisfactory to you then you can choose to cancel your membership of the Stick & Win Scheme in accordance with clause 7.
- 4.6 Stickers will be awarded depending on the amount of a *single* receipt. Presentation of multiple receipts for a Sticker is not allowed.
- 4.7 Paper Stickers do not have the same value as digital Stickers.
- 4.8 You can convert paper Stickers to digital Stickers at the Customer Care Centres at Alphamega Hypermarkets, by presenting your paper Stickers.
- 4.9 Digital Stickers cannot be converted to paper Stickers.
- 4.10 The Stickers are valid only for the period of each Programme and cannot be transferred to the next Programme. After the deadline of each Programme passes, the Stickers already collected are no longer valid and the total Stickers number in the app is reset to zero.
- 4.11 The validity period of each Programme, the period in which the Stickers will be handed out under each Programme and the period under which the Stickers can be redeemed will be announced in the App with the introduction of each Programme.
- 4.12 We will cancel Stickers awarded to your Stick & Win Scheme account if your purchase is later cancelled, refunded or reduced.
- 4.13 You will be able to see the history of all Stickers transactions through your Stick & Win Scheme account.

- 4.14 All Stickers awarded through the Stick & Win Scheme can be shared and transferred among the Stick & Win Scheme members.

5. REDEMPTION OF STICKERS

- 5.1 You must be a member of our Social Family Card to redeem Stickers.
- 5.2 Before redemption you must present our Social Family Card to redeem Stickers.
- 5.3 You can redeem the Stickers when you reach the numbers of Stickers required under each Programme.
- 5.4 Stickers may only be redeemed against the Programme products on offer under each Programme from time to time and can never be redeemed in cash.
- 5.5 Paper Stickers may not be redeemable in certain Programmes.
- 5.6 We do not require presentation of the original receipt of each purchase for redemption of Stickers. However, we will require presentation of the original receipt of each purchase for conversion of paper Stickers handed by third-parties taking part in a Programme, to digital stickers. We are not responsible for any redemptions made at third parties or their stores.
- 5.7 During each Programme we analyse all redemptions through third party algorithms for the purposes of estimating the reasonable stock required for the successful completion of the said Programme with stock shortages. No additional stock orders are made during the redemption week (as this is defined on announcement of each Programme). We are not responsible for any stock shortages during the redemption week.
- 5.8 If we have reason to believe that you have abused or misused the Scheme or a Programme and/or that should not have been the owner of certain Stickers (for example you are an employee who picked up unwanted Stickers offered to clients after they made a payment), then we may deny redemption and we may reset or adjust your Stick & Win account balance or we may terminate or cancel your Stick & Win Scheme account.

6. MANUFACTURER'S GUARANTEE, RETURNS AND REFUNDS

- 6.1 Some of the Programme products we sell to you come with a manufacturer's guarantee. For details of the applicable terms and conditions, please refer to the manufacturer's guarantee provided with the Programme products.
- 6.2 We do not accept any returns of Programme products.

- 6.3 We do not exchange Programme products already purchased.
- 6.4 We will not make any refunds in relation to Programme products purchased through the Scheme.

7. TERMINATION

- 7.1 Without limiting any of our other rights, we may terminate or suspend the Stick & Win Scheme or any of the Programmes with immediate effect and without notice.
- 7.2 You may terminate this Contract or cancel your Stick & Win Scheme membership by giving written notice at:
- (a) wecare@alphamega.com.cy or
 - (b) at any Alphamega Hypermarket customer care center

8. EVENTS OUTSIDE OUR CONTROL

- 8.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under the Contract that is caused by any act or event beyond our reasonable control (**Event Outside Our Control**).
- 8.2 If an Event Outside Our Control takes place that affects the performance of our obligations under the Contract:
- (a) we will contact you as soon as reasonably possible to notify you; and
 - (b) our obligations under the Contract will be suspended and the time for performance of our obligations will be extended for the duration of the Event Outside Our Control. Where the Event Outside Our Control affects the supply of Programme products to you, we will arrange supply of an alternative Good after the Event Outside Our Control is over.
- 8.3 You may cancel the Contract affected by an Event Outside Our Control by contacting us. If you opt to cancel, your account balance will be reset to zero.

9. GENERAL

- 9.1 We may assign or transfer our rights and obligations under the Contract to another entity or external third party but will always notify you by a mobile push notification or by email at the number you provided to us upon registration.

- 9.2 Each paragraph of these Terms operates separately. If any court or relevant authority decides that any of them is unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.
- 9.3 The Contract is between you and us. No other person has any rights to enforce any of its terms.