

Terms and Conditions

1. Introduction

1.1 These Terms and Conditions form the basis of Northern Rivers Timber Frequent FLOORER Program. They are intended to protect both Members and Northern Rivers Timber. It is the Member's responsibility to read and understand them.

1.2 These Terms and Conditions are effective as at the date of publication (1 February 2007) and may be amended from time to time. Members should refer to this website for the current Terms and Conditions for Northern Rivers Timber Frequent FLOORER Program.

1.3 Every Member is subject to these Terms and Conditions.

1.4 The Terms and Conditions applicable to Award redemption will be those in force at the time the Points are redeemed for that Award.

2. Membership

2.1 Persons wishing to become Members must apply for Membership. Membership is offered at the discretion of Northern Rivers Timber. Northern Rivers Timber has the right to accept or reject any application for Membership.

2.2 Each Member may have only one Northern Rivers Timber Frequent FLOORER account.

2.3 Successful applicants will be assigned a Membership number and PIN and may be sent a Membership kit. The PIN, along with the Membership number, Member's last name and birth date, will be used for security of the Member's Membership information. It is the Member's responsibility to ensure that their PIN and other security information are kept secure.

2.4 New Members may, before they use their Membership and within two weeks of receiving their Membership number, notify Northern Rivers Timber that they no longer wish to be a Member. Northern Rivers Timber will then cancel their Membership. Otherwise, Membership is not transferable.

2.5 A Member's mailing address may be used to determine their eligibility for Benefits, promotions and other offerings.

2.6 Each Member must advise Northern Rivers Timber of any change of name, address, or other details as soon as practicable after the change. Changes to the mailing address, PIN or other details may be made directly on this website or by calling Northern Rivers Timber. You must supply your Membership number and PIN when making any such changes. Northern Rivers Timber is not responsible for any failure by a Member to adequately notify Northern Rivers Timber of any such changes. Written proof must be supplied for any change of name, and may be required for other changes.

2.7 Members may, at any time, cancel their Membership by providing written notice to Northern Rivers Timber.

3. Use of the Card, Membership Number and Benefits

3.1 By using the Card or Membership number, or claiming any Benefit, the Member agrees to be bound by the Terms and Conditions and provides the consents specified in clause 2.1 relating to personal information.

3.2 The Card is and will remain the property of Northern Rivers Timber and must be returned on demand. It is not a payment card.

3.3 The Card, Membership number and PIN are valid for use only by the Member or their authorised representative and are not transferable in any circumstances.

3.4 Northern Rivers Timber reserves the right to require the Member to produce their Membership Card or to quote their Membership number and PIN at any time while quoting or ordering.

3.5 In the event of loss, theft or unauthorised use of your Card or unauthorised use of your Membership number or PIN, it is your responsibility to advise Northern Rivers Timber as soon as possible. The Member is liable for all use of the Card or Membership number until Northern Rivers Timber is notified of the loss, theft or unauthorised use of the Card. Northern Rivers Timber will not be liable for misuse of a lost or stolen Card or any unauthorised use of a Card, Membership number or PIN.

3.6 In the case of loss of or theft of a membership card, a Replacement Card Fee may be charged when a replacement Card is issued.

4. Member Obligations and Responsibilities

4.1 Members must comply with these Terms and Conditions at all times.

4.2 Members must not:

- (a) abuse or misuse the Northern Rivers Timber Frequent FLOORER Program, any Awards, Benefits, facilities, services or arrangements accorded to the Member as a result of Membership;
- (b) act in any way which is likely to be detrimental to the interests of Northern Rivers Timber or Northern Rivers Timber Frequent FLOORER Program
- (c) Supply or attempt to supply any false or misleading information, or make any misrepresentation to Northern Rivers Timber
- (d) sell, assign, transfer or acquire, or offer to sell, assign, transfer or acquire any Award, Award Certificate, Benefit or Points other than in accordance with these Terms and Conditions; or
- (e) act in any way which in Northern Rivers Timbers reasonable opinion breaches or is likely to breach these Terms and Conditions or is inconsistent with the intent of these Terms and Conditions.

4.3 Each Member is responsible for ensuring that they have sufficient Points to redeem for any Award that they have requested.

4.4 Each Member is responsible for ensuring that Points are properly credited to their account. Northern Rivers Timber reserves the right to require proof of earning from the Member, including copies of receipts.

4.5 Each Member must notify Northern Rivers Timber of any discrepancies in relation to their account within twelve months of the applicable purchase or within six months for any other transaction. No requests for amendments will be accepted after the relevant period has expired.

5. General

5.1 To earn Points, Members must quote their name and Membership number, and may be required to produce their Card when utilising eligible Northern Rivers Timber products or services.

5.2 A Member may earn Points only in relation to acquiring eligible goods or services or other eligible transactions made after the Member's enrolment date. Except as provided elsewhere in these Terms and Conditions, or as otherwise specified by Northern Rivers Timber, Points may be credited only to the account of the Member who has acquired the eligible goods or services or has entered into an eligible transaction.

5.3 Points will not be awarded in relation to any products or services that are cancelled, refunded or returned. Northern Rivers Timber may cancel or deduct any Points that have been awarded in relation to cancelled, refunded or returned products or services.

6. Points Validity

6.1 Except as otherwise provided in these Terms and Conditions, Points will not expire as long as the Member remains an Active Member. All Points held in Northern Rivers Timber Frequent Flinger Program account of a non-Active Member will expire without notice at the end of the 36th consecutive month for which the Member has not earned Points or redeemed Points.

6.2 Points cannot be re-credited once they have expired. Northern Rivers Timber is not liable in any way for expired Points.

6.3 Northern Rivers Timber reserves the right to reverse or cancel any Points credited to a Member incorrectly, not in accordance with, or in breach of, the Terms and Conditions at any time without liability.

7. Membership Levels

7.1 There are three Membership levels in the Northern Rivers Timber Frequent Flinger Program. The entry level is Bronze. Members may progress to the higher levels, Silver and Gold through accumulated activity. A Member must have completed purchases of 10,000m² to obtain the Silver level and 30,000m² to obtain the Gold level

7.2 Activity is based on completed transactions, paid for and dispatched in full on all Northern Rivers Timber orders.

7.3 Northern Rivers Timber reserves the right to alter the benefits and recognition available to any Membership level at any time.

8. Personal Information

8.1 It is a condition of Membership that a Member consents and authorises Northern Rivers Timber to provide the information on their application form and other information that they provide to Northern Rivers Timber for the purpose of:

- (a) Northern Rivers Timber providing services, including the awarding of Points to Members;
- (b) Northern Rivers Timber improving Northern Rivers Timber customer service, including by means of research, marketing, product development and planning;
- (c) Northern Rivers Timber marketing its products or services or the

products or services of its partners; and
(d) any third party providing services to Northern Rivers Timber and Members in connection with the administration of Northern Rivers Timber Frequent Follower Program.

This information may be transferred to or from Australia for these purposes. If the Member does not provide all or any part of the requested information, the services provided to that Member by Northern Rivers Timber might be affected.

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