



OUR *Family* TABLE

— R E W A R D S —



**FULL TERMS
& CONDITIONS**

Changes to our loyalty VIP Club

Previously, our VIP Club ran on a point accrual system but because we want to reward you in more meaningful ways, we've designed a new system which will surprise and delight you every step of the way. As of 1st May we will be switching over to a brand new loyalty program called Our Family Table. Want to know what will happen to your points if you're part of the old system? Take a look at our [FAQ page](#) and learn more about what you've got to look forward to.

Kitchen Warehouse presents Our Family Table

Our Family Table is Kitchen Warehouse's rewards programme that is available to our customers Australia-wide.

These terms and conditions set out the conditions on which we offer Our Family Table. Please note that upon joining Our Family Table you agree to both these terms and conditions as well as our [Security & Privacy Policy](#). Please read both carefully.

1. JOINING OUR FAMILY TABLE

By opting in to receive email marketing communications from Kitchen Warehouse, you are also choosing to join Our Family Table. You may receive access to a range of exclusive rewards, offers and content not available to the general public.

You can opt out and unsubscribe at any time. If you opt out of marketing communications, you will no longer receive emails from Kitchen Warehouse or Our Family Table, the two being mutually exclusive.

2. RECEIVING REWARDS

By opting in to receive email marketing communications from Kitchen Warehouse, you will be eligible for Our Family Table rewards. Here are some examples of what you can expect:

1. Welcome Reward: Upon joining you will receive a Welcome Reward. Currently, this is a free cookbook featuring a collection of family

recipes from our team members and friends of Kitchen Warehouse. You can either download the cookbook as a PDF or collect a hard copy in-store. Please note the Welcome Reward can change at any time and without notice.

2. Special Occasion Rewards: This type of reward aims to celebrate notable moments and will typically cover birthdays and membership anniversaries but will not be limited to such occasions. How it works: Approximately 7 days before the date in question, you will receive a Special Occasion Reward via email. The Special Occasion Reward will be valid for 30 days from the date of issue. For birthdays, please supply a valid date of birth at least 7 days before your birthday.
3. Subsequent Rewards: There are so many rewards and surprises to look forward to. Where applicable, you will receive emails guiding you with reminders so you don't miss out.

Our Family Table rewards can only be redeemed in Kitchen Warehouse stores across Australia or on the Kitchen Warehouse website for online purchases delivered within Australia.

3. CLAIMING REWARDS

Kitchen Warehouse reserves the right to withdraw, cancel or vary Our Family Table rewards without notice and, at any time for any reason whatsoever, in its absolute discretion, including without limitation, Our Family Table rewards, issued in error or obtained fraudulently.

4. OTHER TERMS AND CONDITIONS

Other terms and conditions surrounding Our Family Table rewards are as follows:

- a) If redeeming Our Family Table rewards online, you must follow the instructions set out in the corresponding email. Promo codes issued are for single use only and may only be used by the person to whom the reward is issued.
- b) Our Family Table rewards can not be transferred or assigned to other Our Family Table members or

individuals outside the programme.

c) Any items gifted to you as part of Our Family Table rewards may not be sold, transferred or assigned to another individual. Our Family Table rewards cannot be on-sold to third parties.

d) Our Family Table rewards are not redeemable for cash or any other like instruments, including but not limited to, gift vouchers, gift cards, cheques and credit notes.

e) Our Family Table rewards may only be used for purchases made in Kitchen Warehouse stores or online at www.kitchenwarehouse.com.au and cannot be returned or exchanged for cash or used to pay any Kitchen Warehouse branded credit card account or other credit card accounts.

f) Our Family Table rewards are issued in \$AUD and cannot be redeemed outside of Australia.

g) Kitchen Warehouse reserves the right to modify, refuse or terminate your access to Our Family Table without notice or reason and at its absolute discretion.

h) Kitchen Warehouse will not be held responsible or liable if Our Family Table rewards are not able to be redeemed for whatever reason, specifically in the case of a technical issue occurring including, without limitation, the failure of software or hardware or an EFTPOS malfunction.

i) These terms and conditions apply in conjunction with the Kitchen Warehouse Gift Card terms and conditions, the Kitchen Warehouse Returns Policy, the Kitchen Warehouse Security & Privacy Policy, any promotional terms and conditions as well as any other applicable terms and conditions.

j) Any reward balance that remains after expiry will not be available for use, except as required by law. These terms and conditions may be amended by Kitchen Warehouse from time to time.