

Terms and conditions of commitment

Updated date: January 8, 2024

- Ampersand membership program – Ampersand Rewards is the property of Ampersand Management Company Limited. By registering to participate, you are deemed to have read, understood, and accepted the Ampersand Management Limited Terms & Conditions.
- Ampersand Management reserves the right to change the number of benefit levels and to change the benefits and Offers associated with each benefit level at Ampersand Management's sole discretion at any time.
- The program is subject to change without prior notice.
- Points will not be calculated when paying in non-cash forms such as vouchers, e-vouchers, gift vouchers... and do not apply in conjunction with other promotions.
- Points will be accumulated into your account within 24 hours after making the transaction.
- The Ampersand Management membership program is only for the owner recorded when registering on the system, and cannot be transferred in any form. We will lock the account for security purposes without prior notice if we detect any signs of violation.
- Ampersand Management also reserves the right to change, modify, and/or eliminate the Ampersand Membership program and/or all or any portion of these Terms & Conditions of Use or any policies, FAQs, or instructions relating to Ampersand Members at any time and in Ampersand Management's sole discretion.
- Any changes or modifications will be effective immediately upon posting on the official Fanpage of the brands under the management of Ampersand Management and you may waive any right you may have to receive be specifically notified of such changes or modifications.
- Your participation in the Ampersand Membership program constitutes your acceptance of these Terms & Conditions of Use and any changes or modifications thereof; You are therefore expected to regularly check and review these Terms & Conditions of Use, applicable policies, and FAQs so that you are fully aware of the terms and conditions applicable to the Ampersand Membership program. If you do not agree to these Terms & Conditions of Use, you must terminate your participation in the Ampersand Membership program.
- The Ampersand Membership Program is for personal use. Commercial use of any kind is prohibited. This program is not intended for or intended for use by anyone under 18 years of age.
- Ampersand Management only collects and uses information provided by customers to communicate to customers incentive programs, promotions, and products and services under brands managed by Ampersand Management, we commit not to disclose or transfer customer information.
- Ampersand Management members can earn and accumulate points that can be used to enjoy the benefits of the Ampersand Management Limited Membership program, also known as "Offers", at our stores. brands belonging to Ampersand Management in Vietnam.
- Points accumulated in the program are not convertible to cash.
- Ampersand Management may present promotional programs related to the Ampersand Membership program. Accordingly, these Terms & Conditions of Use may be changed to apply to such programs.
- The Ampersand Membership Card Program is implemented within the period as notified to the competent State agency and announced at stores under the management of Ampersand Management.
- Except where otherwise provided by law, Ampersand Management will not accept or make any exchanges or refunds for goods or services purchased at Ampersand Management stores. In the event of a refund, at Ampersand Management's sole discretion, Ampersand Management reserves the right to deduct accumulated Points, including Promotional Points, if any, corresponding to the purchase value of the goods or services purchased. refund without your consent.

- In addition to specific incentives applicable to each card level, you can enjoy additional incentives only for Members, when introducing new items, and Reward Points with bonus points calculation depending on the time such as doubling. Points are normally accumulated when purchasing a product/service within a specified period. Bonus Points offers apply after notification to you. Please read and carefully understand the information related to Reward Points on the Mini App, fan page, and notifications sent to you via email and SMS.
- Points, Rewards, and your account in the Ampersand Management Membership program cannot be sold, transferred, or assigned. You can share with family, friends, or others, under the same account but each individual has a separate mobile phone number, and spending level & accumulated points are combined from all subaccounts.
- Ampersand Management reserves the right to suspend any Ampersand Management Member account and/or terminate your account and/or your participation in the Ampersand Membership program at Ampersand Management's sole discretion without notice. notify you if Ampersand Management determines that you have violated these Terms & Conditions of Use, or that any use of your account is unauthorized, fraudulent, fraudulent or unlawful. At Ampersand Management's sole discretion, Ampersand Management may suspend, cancel, or combine accounts that appear to be duplicates of each other. In the event your participation in the Ampersand Membership program is terminated, all Points accumulated in your account are void.
- All claims or disputes arising out of or in connection with these Terms & Conditions of Use or the Ampersand Membership program will be resolved by the applicable laws in Vietnam.
- If you have any questions regarding the Ampersand Membership program, please contact Ampersand Management Co., Ltd., by emailing customerconnect@ampersand.vn or contacting hotline +84 83 8888 222 – during office hours from (9:00 a.m. to 6:00 p.m.) Monday - Friday (except Sundays and holidays).