

Terms & Conditions

Acai Brothers Rewards

1. The Acai Brothers Rewards Loyalty Program (“Acai Brothers Rewards”) can be used at any Acai Brothers restaurant located within Australia only;
2. By registering and/or using your Acai Brothers Rewards account, you consent to the following Terms & Conditions;
3. To become an Acai Brothers Rewards Member, you must:
 - (a) Sign up to the Acai Brothers Rewards Program either online at acaibrothers.com.au (‘Website’) or via the Acai Brothers Rewards Application (‘App’) downloadable from the Apple App Store or the Google Play Store;
 - (b) Activate membership by inputting all the requested information on the sign-up form found on the “Registration” page;
4. Acai Brothers reserves the right to decline any membership application at its absolute discretion;
5. Only one Acai Brothers Rewards account can be activated per person;
6. Once your membership is activated, you are eligible to earn Acai Brothers Rewards Points (“Points”) in accordance with these Terms and Conditions;
7. Points will be earned based on **1 Point for every \$1 spent** at any Acai Brothers restaurant within Australia;
8. Once you have accumulated enough Points, you may redeem them for rewards as follows:
 - **45 Points** – Free SMALL Coffee
 - **50 Points** – Free REGULAR Coffee
 - **90 Points** – Free SMALL Basic Smoothie
 - **100 Points** – Free SMALL Specialty Smoothie
 - **120 Points** – Free Original or Notella BABY BRO Bowl
 - **150 Points** – Free Toastie
 - **150 Points** – Free Specialty BABY BRO Bowl
 - **170 Points** – Free Original or Notella REGULAR Bowl
 - **180 Points** – Free Avo On Toast
 - **190 Points** – Free Specialty REGULAR Bowl
 - **300 Points** – Free Original or Notella 1 LITRE Bowl
 - **400 Points** – Free Specialty 1 LITRE Bowl
9. Acai Brothers Rewards Members can use their Points to redeem any of the above rewards if they have accumulated enough Points. There is a limit of one free item redemption per transaction. The rewards, as listed above, can change from time to time and reward items are subject to availability.
10. Once Acai Brothers Rewards Members have redeemed their reward, the number of corresponding Points for that reward will be deducted from their Acai Brothers Rewards account;
11. Points are **non-transferable** and **cannot be redeemed for cash**;
12. Points expire **6 months** from the date they were earned;
13. Any rewards claimed but not used expire after **30 days**;
14. When you have accumulated enough Points to unlock one of the above rewards, you will receive a **unique reward coupon**. This coupon can be redeemed either:
 - **Online:** Copy and paste your unique code into the ‘Discount’ bar at the checkout and click ‘Apply’ when ordering online on the Website or via the App. Note, only **one coupon code** can be used per order; or

- **In-store:** Inform a staff member at the counter to redeem your reward. You must present your unique reward coupon to redeem;
15. If you redeem a coupon online for a purchase **less than the full value of the coupon**, the balance of the coupon is not redeemable on another purchase;
 16. If you return any of the items purchased with a coupon, the coupon discount or value may be subtracted from the return credit;

General Terms & Conditions

17. Acai Brothers reserves the right to not accept an Acai Brothers Rewards account if it believes the use is **unauthorised, fraudulent, or otherwise unlawful**;
18. From time to time, Acai Brothers may offer **special promotions** where you can earn Points at a different rate than stated in item 7. Participation in these promotions is optional;
19. Acai Brothers Members will receive **10 bonus points** on their birthday. The birthday reward will be delivered via email and can only be redeemed **in-store** with valid **photo identification**. If you wish to update your birth date, contact Guest Relations at **support@acaibrothers.com.au**. Birth dates can only be updated **once**;
20. Your personal details, excluding email and date of birth, can be updated at any time by signing into your account and clicking on '**Member Details**' on the Acai Brothers Rewards Website or App;
21. Acai Brothers reserves the right to **modify these Terms and Conditions at any time** and will notify you via email. If the changes are not acceptable to you, you may **cancel your membership** by contacting **support@acaibrothers.com.au**;
22. Information collected from you in connection with your Acai Brothers Rewards membership will be used in accordance with these **Terms and Conditions and the Acai Brothers Privacy Policy**; and
23. References to "Acai Brothers" in these Terms and Conditions are references to **Concept Eight Franchising Pty Ltd ACN 115 296 387 of 13a/663 Victoria Street, Abbotsford, 3079**.