



Date: .....

LOYALTY CARD APPLICATION FORM (Individual)

SECTION I (Personal Details)

Surname: .....□

Other Names: .....

Phone No: .....

Email: .....

D.O.B: .....

NIN / Passport No.: .....

Physical address: .....

Town / City: .....

Section II (Application Details)

Station of Application: .....

Preferred Pickup Location / Station:

.....

Application Type:      Pre-Paid       Post Paid

**Instructions:**

1. Kindly give a copy of your National ID / Passport during registration.
2. Minimum deposit of UGX 100,000 required.
3. Kindly fill in all the details carefully. **All field must be filled.**
4. Ensure that Email provided is **active**.
5. Kindly read and understand the **Terms and Conditions**.

I hereby confirm by signing that I have read and understood the Terms & Conditions outlined below.

Customer Signature: .....

Station Manager; Name .....

Signature .....

## LOYALTY CARD PROGRAMME TERMS AND CONDITIONS

1. These terms and conditions (including our Privacy Policy which can be accessed at [www.stabexinternational.com/privacy-policy](http://www.stabexinternational.com/privacy-policy) govern the collection and use of points and set out the terms of contract between Stabex International Ltd and you the customer relating to the Loyalty Programme. You can join the Loyalty Programme by applying for a Stabex Loyalty Card in participating Stations and you will be issued a Loyalty Card which can be used to earn points on the same Loyalty Account. If you apply to register with us you accept these terms and conditions. We may refuse an application to join the Loyalty Programme for any reason at our sole discretion including (but not limited to) risk of reputational damage to us, any reasonable suspicion of previous criminal activity including **Fuel Fraud** or any previous history of verbal or physical abuse to Stabex International Ltd staff.
2. To register for the Loyalty Programme, you will need to complete an application form in a participating store or register for a Loyalty Account on our website at [www.stabexinternational.com](http://www.stabexinternational.com). A Loyalty Account will be created in your name to record points to be earned or redeemed by you. You must be 18 years of age or over and resident in Kenya or Uganda to join the Loyalty Programme.
3. Your Loyalty Card is issued to you but remains the property of Stabex International Ltd. You must return your Loyalty Card to us on request or destroy it if we so reasonably request. You are responsible for the security of your Loyalty Card, security details relating to your Loyalty Account and for the transactions and/or redemption of points made using your Loyalty Card. You should not share your Loyalty Account username and password with anyone, including Stabex International Ltd staff. If you lose your Loyalty Card or think an unauthorised person has become aware of any security code, password or Loyalty Card number you should promptly contact the member helpline, **+256709370383**
4. Your Loyalty Card can be used to earn points at participating Stations and redeemed appear below.
5. Loyalty Points are personal to you and cannot be transferred to anybody else. Loyalty Points may only be redeemed and earned in accordance with these terms.
6. Your Card cannot be used as a credit card or a guarantee card.
7. The Loyalty Programme is only for consumer use. The Loyalty Card cannot be used for any transaction where the beneficiary is a business entity or for any other commercial purposes
8. If you materially breach these terms, and where such breach can be remedied, if you do not remedy the breach within 30 days of a written notice of the breach from Stabex International Ltd or if Stabex International Ltd reasonably believes that you have breached these terms and/or abused the Loyalty Programme, your Loyalty Card may be terminated, any points earned but not redeemed may be cancelled and your Loyalty account closed without prior notice. Stabex International Ltd reserves the right to take any action deemed necessary where a Loyalty Cardholder is found to have abused the Loyalty Programme.
9. In addition to the above, Stabex International Ltd reserves the right to (i) stop issuing Loyalty Cards at any time if we decide to terminate the Loyalty Programme; (ii) to alter or amend the terms and conditions of operation of the Loyalty Card and/or the Loyalty Programme by publishing notices on our website [www.stabexinternational.com](http://www.stabexinternational.com); and/or

- (iii) withdraw or cancel the Loyalty Card and/or the points (including but not limited to the redemption and issue of such) and/or Loyalty Account on reasonable notice to you by letter, email or publishing such notice on our website at [www.stabexinternational.com](http://www.stabexinternational.com).
10. Our Privacy Policy relating to this Loyalty Programme (which can be accessed at [www.stabexinternational.com/privacypolicy](http://www.stabexinternational.com/privacypolicy)) sets out the information that we will collect about you, how we use the information and whom it may be shared with including, but not limited to, details of the promotional information that we hope to provide.
  11. We will retain your personal information for as long as you are a member of the Loyalty Programme. You may cancel your membership at any time by contacting us at [customer-care@stabexinternational.com](mailto:customer-care@stabexinternational.com).
  12. The Loyalty Programme is operated and promoted by Stabex International Ltd, PLOT 7145, BLOCK 203 Nansana Hoima Road, P.O BOX 33147, Kampala. The Loyalty Programme helpline can be contacted on **+256709370383**

## HOW TO COLLECT POINTS

1. To collect points for a transaction in a participating Stabex International Ltd Station, you must present your Loyalty Card at the Station at the time of purchase.
2. Points cannot be earned on the purchase of gift cards or gift vouchers.
3. Stabex International Ltd reserves the right to offer bonus points on certain products as selected by us from time to time and in our sole discretion.
4. Points will usually be added to your Loyalty Programme instantly, except in the circumstances of system failure when it is expected that points will be loaded within 24 hours. In most circumstances any bonus points earned will be added to your Loyalty Programme 48 hours after the date the goods are purchased. Points cannot be redeemed until added to your Loyalty Account.
5. The current earning of points is one-point equals to ugx 50,000 spent and redemption value of points is one-point equals Ugx 1,000. We reserve the right to vary the earning and redemption value at any time.
6. Stabex International Ltd are entitled to cancel points awarded if the relevant products to which such award relates are returned for any reason and a refund of the purchase price is given. If the relevant products are exchanged for other products, the points awarded would be adjusted upwards or downwards depending on whether the exchange is for a higher or lower value item.

## HOW TO COLLECT AND REDEEM VOUCHERS

1. Where Stabex International Ltd points Vouchers are being used as a payment for goods, the Stabex International Ltd Loyalty Card must be presented at the point of sale.
2. Where Stabex International Ltd Points Vouchers are being used as full payment for goods of a lesser value, no change will be given.
3. Where goods are returned that were purchased in full or part using Stabex International Ltd Points Vouchers, refunds will be given for the part of the sale made with Stabex International Ltd Points Vouchers as the value of points refunded back on to the Loyalty Card.
4. Stabex International Ltd Points Vouchers may not be used to make a payment to a Stabex International Ltd Credit Account.
5. Stabex International Ltd Points Vouchers are and shall remain the property of the promoters, have no cash redemption value, are not for resale or publication and are valid in Kenya and Uganda only.
6. Copied, damaged or defaced Stabex International Ltd Points Vouchers will not be accepted.
7. If Stabex International Ltd Points Vouchers are lost or stolen no replacements will be given.
8. Stabex International Ltd reserves the right to withdraw the Loyalty Programme at any time.
9. See individual vouchers for expiry dates.
10. Reward voucher **terms and conditions** apply.