

Blue Barn Rewards Program – Terms & Conditions

By joining and participating in the Blue Barn Points Loyalty Program (the “Program”), you agree to the following Terms & Conditions.

We may update these Terms at any time by posting the revised version on <https://www.bluebarn.shop/blue-barn-rewards/>. If material changes are made, we may also notify members by email.

Note: The in-store rewards program and online rewards program run independently from each other. If you shop online, you will accumulate points to redeem online only. If you shop in-store you will be given a Rewards Card and can earn and redeem points for in-store purchases only.

1. Eligibility

- Membership is open to Canadian residents who are 18 years of age or older.
 - A valid email address and accurate personal information are required to enroll.
 - Membership is limited to one account per person. Accounts are intended for personal use only.
 - One account may be shared within a household if desired.
 - At its discretion, Blue Barn may extend membership to community organizations.
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2. Membership & Enrollment

- Membership in the Program is free.
 - You will be automatically enrolled with your first online purchase, or you may choose to sign up when shopping in-store.
 - You may cancel your membership at any time by contacting admin@bluebarnpet.com. If you cancel, all unused points are permanently forfeited and cannot be reinstated.
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3. Earning Points

- Members earn **10 points for every \$1 spent** on eligible purchases.
- To earn points, you must present your **Blue Barn Rewards card** at checkout.
- If you forget your card, you may still collect points by:
 - providing your registered telephone number, or
 - scanning your digital Rewards card stored on your mobile phone or device.

- Points are not earned on the following:
 - purchases made with a coupon, store credit, or merchandise credit
 - charity donations
 - gift card purchases
 - special orders
 - the value of any gifts-with-purchase promotions
 - In the case of an order return, refund, or cancellation, the corresponding points will be deducted from your account.
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4. Redeeming Points

- Points may be redeemed for discounts on purchases at the rate of **2,000 points = \$1**.
 - Points have no cash value and cannot be redeemed for cash.
 - Points may only be redeemed on eligible purchases.
 - Blue Barn may set reasonable limits on redemption amounts (for example, a maximum of \$50 in points redemption per transaction). Any such limits will be clearly communicated in-store and/or online.
 - To redeem points, you must present your **Blue Barn Rewards card** at checkout.
 - If you forget your card, you may still redeem your points by:
 - providing your registered telephone number, or
 - scanning your digital Rewards card stored on your mobile phone or device.
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5. Expiration & Forfeiture

- Points do not expire as long as your account remains active.
 - If you cancel your membership or your account is closed, all unused points will be forfeited.
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6. Fraud & Misuse

Blue Barn reserves the right to suspend or cancel your participation in the Program if we determine, at our sole discretion, that there has been fraud, misuse, or a violation of these Terms.

7. Limited Liability

To the fullest extent permitted by law, Blue Barn is not responsible for technical issues, system errors, or other problems that may affect the operation of the Program.

8. Personal Information & Privacy

By participating in the Program, you consent to the collection and use of your personal information for Program administration.

- Your information will not be shared with third parties.
 - Data is stored securely within our point-of-sale system.
 - For details, please refer to our Privacy Policy.
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9. Changes to the Program

Blue Barn may change, suspend, or cancel any aspect of the Program at any time, including adjusting earning rates, redemption rates, or available benefits. Any updates will be posted at <https://bluebarn.shop>.

FAQ's

Q: I don't want to carry another card in my wallet. I'd rather keep giving my phone number.

A: Our privacy policy is changing and we're doing this to keep your information private. Starting October 1, we will no longer ask for your phone number so if you don't want to carry a card in your wallet, you can add the fob to your key chain, or you can keep the information in your phone. (We can show you how!)

Q: What if we have more than one person in our household? Can we have two cards?

A: We can only make one barcode scan-able for each account. Our cards also have a detachable key fob that you could give to someone else in your household. Or, you can add the code to the wallet in your phone.

Q: What if I lose my card?

A: Just let us know as soon as you realize you've lost your card, and we will cancel it then issue another one.

Q: What happens if I don't show my card at checkout?

A: To earn or redeem points you must present your Rewards card at checkout, or if you forgot your Rewards card you may still be able to collect points if you provide your telephone number, or you scan your card that is installed on your mobile phone or other mobile device.

Q: Will my card be recognized at other Blue Barn stores?

A: Yes, you can earn points on purchases at all Blue Barn Pet & Hobby Farm locations.

Q: Why do I have to register to join the rewards program?

A: As part of the registration process, you give us your contact information so that we track your purchases and award points. Signing up ensures balance protection if you lose your card.

Q: Is there a charge for this?

A: No, this is a free program from Blue Barn.

Q: How do I add the Blue Barn membership card to my phone?

1. Find the wallet on your phone. This may be called My Wallet, Apple Pay, etc
2. Choose "Add new card"
3. Choose "Memberships"
4. Choose "Take a picture"
5. Set the card image
6. Label the card and click Save
7. Now the card can be scanned directly from the phone without having to carry a card