

# **Molton Brown Rewards Club FAQs**

## **1. Overview of the Molton Brown Rewards Club**

### **What is the Molton Brown Rewards Club?**

This is our free, tiered loyalty scheme where you can earn points from purchasing products in-store and online, as well as completing tasks such as referring a friend or linking your Instagram. The more engaged you are, the more points you can earn to convert into vouchers to redeem on your next purchase. Plus, as you spend more in each Reward Year there's the opportunity to move into a higher tier to earn even more points and perks.

To view your tier, points balance, activity summary and available rewards, go to the 'Your Rewards' dashboard in your online account at [moltonbrown.co.uk](https://moltonbrown.co.uk) or ask a Team Member in-store.

### **How do I join the Rewards Club?**

It's very simple. You'll need an email address to join. You can register for our Rewards Club by signing up for an online account [here](#) or in-store by asking one of our Team Members. You need to be aged 18 or over to join. If you already have an online account, you can find the link to join the Rewards Club when you log in.

### **If I already have a Molton Brown account, do I need a new account to join the Rewards Club?**

No, you don't need a separate account to join our Rewards Club. Simply, log into your existing online account and join the loyalty scheme in the 'My Rewards' section. Your customer account will then become your Rewards Club account. Or you can ask a Team Member in-store to help.

### **Will I get a membership card?**

No, our Rewards Club is completely digital. There's no extra membership card taking up space in your bag or pocket – just remember to use the same email address each time you purchase products.

### **Where can I see my points, tier and rewards information?**

Log into your online account and select the 'My Rewards' section. There you can access your 'Rewards' dashboard. At the top of the page, you'll see your existing points balance, tier and how much to spend to upgrade to the next tier. You can also find more detailed information about your Rewards Club activity under the 'Activity' tab and access your Rewards Club vouchers under the 'Redeem' tab.

### **I can't access the email address linked to my account. How can I update the details or redeem my points online?**

Your Rewards Club account is associated with the email address on your registered online account at [moltonbrown.co.uk](https://moltonbrown.co.uk). If you're unable to access your email address, please contact our Customer Service Team for further assistance [here](#).

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### **How can I leave the Molton Brown Rewards Club?**

You may opt out of the Rewards Club at any time by contacting our Customer Services Team [here](#) or by notifying a Team Member in-store. When cancelling your membership, all points and unused Rewards Club vouchers will be erased.

### **Can I join the Molton Brown Rewards Club if I am not based in the UK?**

The Molton Brown Rewards Club is currently only available for customers based in the United Kingdom

### **What if I have other questions?**

If you have any other queries, please see our full Rewards Club T&Cs [here](#) or contact our Customer Service Team for further assistance [here](#). You will need to provide your email address, date of purchase, purchase amount, payment method, receipt number and any relevant screenshots.

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## 2. Benefits of the Molton Brown Rewards Club

### What are the benefits of being a member of your Rewards Club?

The Molton Brown Rewards Club benefits vary depending on whether you're a Silver, Gold or Platinum Tier member. You'll receive 15 points when signing up and can immediately start earning more points by purchasing products and completing tasks listed in the 'Your Rewards' section of your online account. With those points you can then redeem vouchers to spend on your next order. Keep your eye out for events throughout the year where we offer opportunities to boost your points balance.

Gold and Platinum Tier members can also enjoy early access to promotions and invitations to exclusive events. By reaching Platinum Tier status, you'll be eligible for VIP only earning events, perks with external partners and sneak peaks at our new collections.

A full list of benefits can be found in the table below:

|  | <i>Silver</i><br>£1 = ★ | <i>Gold</i><br>£1 = ★★ | <i>Platinum</i><br>£1 = ★★★ |
|--|-------------------------|------------------------|-----------------------------|
| Bonus Points on Sign Up                                    | ●                       | ●                      | ●                           |
| Points available on every subscription order               | ●                       | ●                      | ●                           |
| Early Access to Promotions                                 |                         | ●                      | ●                           |
| Early Access to New Launches                               |                         | ●                      | ●                           |
| Bonus Points for Upgrading from Silver to Gold Tier        |                         | ●                      | ●                           |
| Exclusive Member Promotions                                |                         | ●                      | ●                           |
| Exclusive Member Competitions                              |                         | ●                      | ●                           |
| Invitations to Exclusive Events                            |                         | ●                      | ●                           |
| Special Gifts and Offers by Post when you sign up to email |                         | ●                      | ●                           |
| Bonus Points for Upgrading from Gold to Platinum Tier      |                         |                        | ●                           |
| Exclusive Perks with External Partners                     |                         |                        | ●                           |
| Additional bonus points earning events                     |                         |                        | ●                           |
| Upgraded promotion offering                                |                         |                        | ●                           |

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## 3. Tier Status and Rewards Year

### How do I move up a tier and does my tier status expire?

When you join our Rewards Club, you automatically become a Silver Tier member. To upgrade your Tier and unlock additional benefits of the Gold and Platinum Tiers, requires a minimum spend amount spent on product purchases within every Reward Year. The minimum spend thresholds are:

- **Silver Tier:** up to £150
- **Gold Tier:** £151+
- **Platinum Tier:** £400+

A Rewards Year is a 12-month period commencing on the date your account was created or any anniversary of it. You can find out which Rewards Year you're in using the activity tab in the 'Your Rewards' section.

Your Tier will automatically update when you spend the qualifying amount within your Rewards Year. If the qualifying spend is not maintained for the following Rewards Year, at the end of that year your member status will change to the relevant tier based on how much you have spent.

For example, if you join the Rewards Club and spend over £400 in the first Rewards Year you'll reach Platinum Tier. But, if you only then spend £200 in your second Rewards Year, by the end of that year you'll become a Gold Tier member.

### How is your Rewards Year calculated?

Your Rewards Year starts from the date you enrol into the Rewards Club and continues for a 12-month period. For example, if you joined 30<sup>th</sup> June 2024, your Rewards Year will end 29<sup>th</sup> June 2025 and will continue to refresh every year on 30<sup>th</sup> June. You can find out the date you enrolled in the Rewards Club at the top of your online dashboard under 'Member Join Date'.

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## 4. Rewards Club Points

### How do I earn points?

You can earn points by purchasing Molton Brown products online and in-store, as well as completing Rewards Club tasks. The number of points you earn is dependent on your tier:

- **Silver Tier:** 1 point for every pound (£) spent
- **Gold Tier:** 1.5 points for every pound (£) spent
- **Platinum Tier:** 2 points for every pound (£) spent

When placing an order online, you must be logged into account that you 've linked to your Rewards Club membership to earn points. Other ways to earn points is to complete Reward Club tasks such as, subscribing to our email newsletters, writing an online product review, linking your Instagram account, purchasing more than four times a year. You'll also receive additional points when your account is upgraded to Gold or Platinum Tiers. To see all Reward Club tasks, please refer to the 'Earn' tab in the 'Your Rewards' dashboard when logging into your online account.

### Is there a limit on the points I can earn?

From the 1st January 2025, you can earn up to 4000 points per calendar year based on your purchases. Once you've earned 4000 points in the year (1st January – 31st December), you won't be able to earn any further points from purchases until the next calendar year. You can still earn points from other activities shown in your online dashboard, which doesn't contribute to this limit. And don't worry, any points earned in the calendar year will remain valid for 12 months from the point of purchase.

### How long does it take for points to appear in my account after making a purchase?

When purchasing a product online, Rewards Club points will only be added to your account after your order has been dispatched, which can take up to 5 days. If your order is partially fulfilled due to out-of-stock products, you'll only receive points for products that are successfully dispatched. When purchasing a product in-store, points are automatically added to your account at the point of sale.

### What happens to my points if my order is cancelled?

If your order is cancelled, you'll be notified by email and won't earn any Reward Points.

### What happens to my points if I return my order?

If you return an order and a refund is issued, the points from purchasing those items will be removed from your Rewards Club account. This will be reflected on your online dashboard under 'My Rewards'.

### Can I earn or use my Rewards Club points in department stores?

No, our Rewards Club is only available in Molton Brown standalone and outlet stores within the UK. This excludes department stores or concession stands.

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### **Can I earn points from my previous purchases?**

You can only earn points on purchases made after you join the Molton Brown Rewards Club. Purchases made before this time won't be backdated onto your account. Make sure you are logged in to your account when making an order to earn points.

### **Can you earn Rewards Club points if you purchase a gift card or use a gift card?**

No, you won't be able to earn points when you purchase Molton Brown gift cards. If you use a Molton Brown gift card on your purchase, you'll only earn Rewards Club points on the non-gift card portion of your purchase.

### **Will my Rewards Club points expire?**

Rewards Club points expire 12 months after they are first issued. Make sure your points are used before the expiry date by converting them into a voucher in the 'Redeem' tab in the 'Your Rewards' dashboard in your online account. To see when your points expire, visit the 'Activity' tab which shows the date when they were first rewarded.

### **Can I earn, use or redeem my Rewards Club points in Outlets?**

Yes, our Rewards Club is available across all our stores.

### **Can I share my Reward Club points with a friend?**

No, Rewards Club points cannot be shared as they are linked with your individual account.

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## **5. Rewards Club Vouchers**

### How do I redeem points?

You can convert your points into Rewards Club vouchers when you have at least 150 redeemable points in your account. You'll need to log in and go to the 'Redeem' tab in the 'My Rewards' section. Once your points are converted, a voucher code will be displayed that you can then use online. Vouchers can also be used in-store. To do so, simply ask a Team Member at checkout and they can apply a voucher to your purchase.

Please note that Rewards Club vouchers can't be used in conjunction with any other promotions. Once points are converted into vouchers, the relevant points will be deducted from your balance. The Rewards Club vouchers are:

- 150 points = £5
- 300 points = £10
- 450 points = £15
- 600 points = £20
- 900 points = £30
- 1500 points = £50

### Will my Rewards Club vouchers expire?

Rewards Club vouchers will expire after 3 months from the date the points were converted into a voucher. Vouchers can't be converted back to points. There's no cash or other alternative.