

## **FAQs – Molton Brown Rewards Club**

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

This is our free, tiered loyalty scheme where you can earn points from purchasing products in-store or online and completing activities, such as referring a friend. We love rewarding our loyal customers – the more engaged you are, the more points you earn and the higher the tier you'll reach and the more perks you'll receive. Find out more at <https://www.moltonbrown.co.uk/store/rewards>

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

Our benefits can be found here <https://www.moltonbrown.co.uk/store/rewards>

### **3. How do I join?**

It's very simple. You'll need an email address to join. You can register now online by signing up for an online account or in-store by asking one of our Team Members to help you.

If you don't have an account, please sign up at [moltonbrown.co.uk/store/myacc/mbRegister](https://moltonbrown.co.uk/store/myacc/mbRegister). You need to be aged 18 or over to join.

If you already have an online account you can find the link when you log in.

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

No, why create more waste? Our scheme is completely digital – no extra loyalty card taking up space in bag or pocket. Don't forget to use the same email address each time.

### **5. What if I don't have an email address?**

You need an email address to sign up for our loyalty program.

### **6. How do I manage my details/changes to my profile?**

Sign into your online account at [moltonbrown.co.uk/store/myaccount](https://moltonbrown.co.uk/store/myaccount) or go to our preferences page at [moltonbrown.co.uk/store/update-your-preferences](https://moltonbrown.co.uk/store/update-your-preferences). You can also click the 'update your details' link if you're subscribed to our emails. Then click on the necessary field e.g. "first name" and enter in the new information.

### **7. How can I see which tier I sit in?**

Log into your account online and select the rewards section where you will see a summary of your account, including the tier in which you currently sit. Alternatively ask one of our Team Members when you next visit us in-store.

## **8. How do I upgrade to the next tier?**

Our tiering levels are based on the amount you spend with us either online or in-store. Each pound equates to [1 point for Silver tier, 1.5 points for Gold tier and 2 points for Platinum tier] You need to spend more than £150 to upgrade from Silver to Gold and £400+ to reach Platinum tier upgrade from Gold tier status.

You can also earn points via certain activities, for example engaging with our brand across various activities such as, recommending a friend, completing your profile or connecting on Instagram. Extra points will earn you more rewards to redeem against future purchases.

You'll see the 'spend to next tier' on the Rewards Club page within your online account so you can see how far away you are from earning your next tier. When your account is ready for an upgrade, we automatically refresh your account within 24H.

If you're having any issues, please reach out to our Customer Service team at [moltonbrown.co.uk/store/contact-us](https://moltonbrown.co.uk/store/contact-us)

## **9. How do I sign in or access my information? How do I view my tier, points and rewards?**

Simply log into your account at [moltonbrown.co.uk/store/myacc/mbLogin](https://moltonbrown.co.uk/store/myacc/mbLogin). Here, you'll be able to view your points and tier underneath the Rewards dashboard. You can also see your rewards by clicking on the REWARDS tab. You can also ask any store staff when shopping in-store for a reminder too.

## **10. Why are my points not showing immediately?**

Once you've shopped with us, points can take up to 5 days to be applied to your loyalty account. These points will show as "pending" during this 5 day period.

'Pending' points will only form part of your "total points" earned once up to 5 days have passed, this is to account for any changes to online orders.

### **1. How do I redeem my points?**

We will notify you via email- make sure you opt in to receive these notifications of your benefits. Login to your account to check that you have the minimum 150 "total points" to qualify for a reward.

Select the redeem section found beneath the Rewards dashboard. You can then select which loyalty rewards amount to convert this into, which will be £5, £10, £15, £20, £30 or £50 options, depending on redeemable points available in your account. A loyalty reward will be created, ready for you to use with your next online purchase. Want to visit us in-store instead? Just provide your email address to one of our store team who will be able to convert your points for you and access any loyalty rewards available within your account.

Remember, you can only use one loyalty reward per purchase in-store or online.

### **11. Is this scheme available to use online and in-store?**

Yes, our Rewards Club is available online and in-store, but currently only in the UK.

### **12. How do I receive communications about the Molton Brown Rewards Club?**

All Molton Brown Rewards Club members automatically accept emails related to the scheme when they join and agree to our T&Cs <https://www.moltonbrown.co.uk/store/promo-terms-conditions>. These emails will include our welcome email and any statements. Please get in touch if you have any issues with this at [moltonbrown.co.uk/store/contact-us](https://www.moltonbrown.co.uk/store/contact-us)

If you also want to subscribe to our Newsletters to stay ahead with any special offers, promotions or newness, just enter your details at [moltonbrown.co.uk/store/newsletter-sign-up](https://www.moltonbrown.co.uk/store/newsletter-sign-up) or opt in at [moltonbrown.co.uk/store/myacc/mbRegister](https://www.moltonbrown.co.uk/store/myacc/mbRegister).

### **13. Will my current spend be transferred into the scheme? / Can I gain points from previous purchases after signing up?**

Our NEW Molton Brown Rewards Club will not consider previous spending history as it's a NEW scheme we've set up. You will need to register to be part of the Rewards Club first.

### **14. What products can I collect points on?**

We're delighted that all our products, with the exception of Gift Cards, are ready for you to indulge and be rewarded.

### **15. What services or other activities do I gain points for engaging with?**

Find our list of activities you earn points on here, under "Earn Bonus Points" section: <https://www.moltonbrown.co.uk/store/rewards>

### **16. Do my points or rewards ever expire?**

Your points will be removed from your account after one year of inactivity [customer not spending/redeeming or using membership in any way, including actions to earn points] – and loyalty rewards expire 3 months after you convert the points. If an account is inactive completely [1 month post 12 months of inactivity) you'll receive reactivation offers before reviewal of loyalty account status.

### **17. Why are my rewards not working?**

If you're having issues with using your rewards, please contact our Customer Service team. Find out more here: [moltonbrown.co.uk/store/contact-us](https://www.moltonbrown.co.uk/store/contact-us)

### **18. Can I combine multiple rewards in the same purchase?**

Loyalty rewards can only be used once against your basket [excluding Gift Cards]. Loyalty rewards can be used alongside Sales, however not alongside a code-based promotion. Or unless stated otherwise within the promotional terms.

**19. Do I lose my tier status (i.e. Silver, Gold, Platinum) at the end of the rewards year?**

Your rewards year is based on the anniversary of your sign-up and you need to keep shopping to maintain your status. If you become a Gold member on 30<sup>th</sup> September 2022, you'll maintain gold tier status until 30<sup>th</sup> September 2023. On your loyalty joining anniversary, you'll maintain your status if you've shopped with us enough (£151 for Gold tier & £400+ for Platinum Tier), so you'd keep your gold status until 30<sup>th</sup> September 2024 and then it depends if you've spent enough to maintain gold status.

**20. What if I'm in another country aside from the UK?**

Applicable in the UK only, our Molton Brown Rewards Club can't accept rewards use or points earning or any other benefits outside our UK Molton Brown stores or UK website.

**21. Do I need to be signed in to earn points?**

You will need to be logged in to your online account to earn points when purchasing or completing activities such as connecting on Instagram, completing your profile or referring a friend.

**22. How do I get priority access to sales?**

Check that you're opted in for our marketing emails and SMS. We're excited to treat you to this before anyone else – look out for our email with a unique link. You also need to be Gold Tier status or Platinum Tier.

**23. How do I exit the scheme or opt out?**

We're sorry to see you go – please get in touch with our Customer Services team who can do this for you. Should you choose not to use your account, it will remain dormant and reviewed at a later date to close.

**24. Will I still receive your Newsletters if I opt out of your Rewards Club?**

You will not receive our loyalty offers which means you will be missing out on our loyalty promotions. You will continue to receive our email newsletters and SMS marketing, if you're opted in to receive these.

**25. Are any non-purchase related points added right away?**

It depends on the activity as some will show within 24H. Linking your Instagram account will show far quicker than an activity that may need to be verified before completion such as if you write any product reviews or refer a friend for example. If the product review is rejected, you will not be awarded the points. Our partner company Bazaarvoice (responsible for our product reviews) will inform you by email if your submission is unsuccessful.

Once any activity is fully completed the associated points will show in your online account and these will be redeemable as soon as possible. This will take a maximum of 24H to show in your account.

## **26. How do the activity points work/ what points are associated with different activities?**

When you sign up, you'll automatically receive 15 points – a 'thanks' from us for being part of our Reward Club community. Head over here for a full summary of our activity points (underneath Earn Bonus Points section): <https://www.moltonbrown.co.uk/store/rewards>. Or you can find it if you log in to your online account & select "earn" tab.

Please note that some activities are limited or are only valid once:

- **Subscribing to our newsletter for 15 points:** this is only applicable on your first subscription; you cannot unsubscribe and re-subscribe to earn extra points.
- **Tagging us on social media with #MBxMe for 10 points:** you can tag a maximum of once per month. This will take up to 24H to be added to your account, so you might not instantly see these points in your account, but they'll be added as soon as possible.
- **Write a review for 10 points:** we'd need to verify this first (this may take 72 hours); you're rewarded 10 points by completing two reviews every year.
- **Completing your profile for 25 points:** this includes adding your address, email, first name, surname and phone number. You don't need to update your preferences or subscribe, but you can do this at [moltonbrown.co.uk/store/update-your-preferences](https://www.moltonbrown.co.uk/store/update-your-preferences) or finding the link at the bottom of our emails.
- **Refer a friend for 150 points:** Unlimited amount of referrals, but your friends need to place an order without cancelling or returning within 14 days, for us to approve this activity and for you to earn points. Referral rewards will be added within 14 days of the new customer placing their order with code. Find our full terms on referrals here: <https://www.moltonbrown.co.uk/store/promo-terms-conditions>
- **Redeeming our Fragrance Finder for 10 points:** After using our fragrance finder tool, you will receive a £5 discount voucher to use against a full-sized fragrance. Upon redemption of this £5 discount voucher, the 10 loyalty points will be awarded to your account. This will be restricted to being earned twice yearly.
- **Connect your Instagram and Twitter account for 10 points each:** please use the same email address as your Rewards account. Connecting to social media can only be done once per email address per platform.

**Tier upgrade points:** When you upgrade from Silver to Gold, you'll earn 100 bonus points as an additional treat. When you upgrade from Gold to Platinum, you'll earn 200 points.

## **27. How do returns work?**

You'll be able to return as our usual return process in-store or online via our customer services team. You'll not earn points on returns and if you've used a loyalty voucher, we'll ensure we refund the points back into your account if you contact us in-store or online via our Customer Services team.

### **28. I haven't received my welcome/birthday points, what do I do?**

Try signing into your online account to make sure you have successfully signed up.

Check your profile and make sure all the required details, such as your date of birth are completed. You'll receive your birthday treat after you've given a valid date of birth and when you've made a purchase at one of our stores (excluding concessions and department stores) or online at [moltonbrown.co.uk](https://www.moltonbrown.co.uk).

If all of this is in order, please reach out to our Customer Service team who are more than happy to help (<https://www.moltonbrown.co.uk/store/contact-us>).

### **29. What happens if the points were collected in-store?**

When you make a purchase with us in-store, be sure to provide our store teams with the email address you used to sign up as a member of our Rewards Club. That way your purchase will be linked to your account and the associated points earned will be applied to your "total points" balance. Remember points can take up to 5 days to appear in your account.

### **30. I signed up to my account in-store, how do I activate my online account?**

Once you've signed up in-store with our store team to our Rewards Club, you'll receive a welcome email asking you to sign up for an online account or you can find it at <https://www.moltonbrown.co.uk/store/myacc/mbLogin>. Click forgotten password if signing up for an account after a store visit and follow the steps to create an account, filling in the details necessary & then you can click the rewards section under your account to view your points and other loyalty information.

### **31. Can I share my loyalty reward with a friend?**

No, loyalty rewards cannot be shared as they are linked with your individual Rewards account. You can of course redeem your loyalty reward against a gift for a friend or loved one.

### **32. Can I earn or use my loyalty points in department stores?**

Our loyalty scheme is only available in Molton Brown stores or Outlets within the UK this excludes department store or concessions.

### **33. Can I earn or use my loyalty points and redeem loyalty rewards in Outlets?**

Yes you can, our loyalty scheme is available across all our stores.

### **34. Can corporate customers sign up for loyalty program and utilise its benefits?**

Yes, provided orders are placed via our online UK Molton Brown website or in a Molton Brown UK store. Corporate discount cannot be utilised alongside Molton Brown loyalty rewards. A corporate customer must choose which to use.

**35. Are Hotel's excluded from the loyalty program?**

Hotel customers are free to join, provided they shop via our Molton Brown website or in-store & can't use it alongside their hotel discount.