

TruStone Rewards Terms & Conditions.



March 2023

GIFT CARD TERMS AND CONDITIONS

All gift card redemptions (physical and electronic) are final. We are unable to process refunds, exchanges, or cancellations.

All gift card redemptions (physical and electronic) are non-returnable and non-refundable. Reward Headquarters will not authorize a reshipment of gift card(s) that are lost/misplaced.

Gift cards (physical and electronic) are valid at participating merchants only, and are subject to the issuer's terms and conditions, which, if permitted by law, address expiration policies and non-usage fees and can be changed at the sole discretion of the issuer.

Gift Card Processing Guidelines:

Every effort is made to process your physical gift card(s) within 5 business days after an order has been placed, excluding weekends and holidays. On occasion, gift card(s) may be processed outside of the standard window.

Gift Card Shipping Guidelines:

Shipping Method	Criteria	Shipping Timeframes
Standard Shipping (USPS First Class Mail and Canada Post)	In US and Canada: Value up to \$699 and 15 cards or less	Allow 5-10 business days after an order has shipped. Canadian deliveries may take longer.
USPS Certified Mail (signature required)	In US: Value of \$700 - \$899	Allow 5-10 business days after an order has shipped
FedEx Standard	In US: Value of \$900+ or 16+ cards In Canada: Value of \$700+ or 16+ cards	Allow 3 business days after an order has shipped

Orders shipped FedEx must be sent to a physical address and are unable to be sent to a PO Box.

A shipping confirmation email will be sent to the email address on file once the gift card order has been shipped.

Shipping timeframes are not guaranteed. USPS/Canada Post and FedEx may experience delays in delivery due to inclement weather or excessive holiday volumes.

In the US, if you have not received your order within 30 business days of when your order was shipped, please contact Reward Headquarters. In Canada, if you have not received your order within 45 business days of when your order was shipped, please contact Reward Headquarters.

Electronic gift cards will be sent to the email address provided within 24 hours of completing your order.

MERCHANDISE TERMS AND CONDITIONS

Please read the following Terms and Conditions carefully as they apply to all merchandise redemptions. See your full Terms and Conditions for additional information on your rights and obligations under the Program.

General

Merchandise point levels include all taxes, standard shipping, handling, and delivery charges.

Returns

Most new, unopened items may be returned within 15 days of receiving the item for a full refund with original packaging and receipt. There are some exceptions where returns are not allowed. You are not responsible for the return shipping costs if the return is a result of a supplier's error (you received an incorrect or defective item, etc.).

If your redemption qualifies for a return, you will receive a credit in points.

Items that are opened, used or returned more than 15 days after the delivery date may not be eligible for a refund. Restocking and/or shipping fees may also apply on items returned that are not damaged or the wrong item was ordered. The amount deducted will be equivalent to the supplier's standard shipping cost for that item and will be determined by the supplier at the time of refund.

Return Instructions

You must contact customer service.

We will initiate the return/replacement.

You must return the item(s) to the supplier using the return shipping label provided to you.

Eligible points will be deposited back to your account within 3 weeks of receipt of the returned item(s).

The return shipping labels obtained from us are valid only for returns shipped within the U.S. Each return shipping label is coded for a specific shipment and for specific items. Please do not include items from other orders, or other items and/or shipments from the same order, in the same box, or you may not receive the correct refund.

Non-Returnable Items

The following items may not be returned or refunded:

Opened music, movies, computer software, video games, other digital content and collectibles.

If the original packaging has been opened or tags or labels have been removed, folding guest beds, air/inflatable beds, continuous air bouncers, water slides, pools, gas-powered lawn equipment, power tools, scooters over \$149.99, specialty occasion clothing, video cameras/camcorders, handbags, jewelry and watches.

Items damaged, altered, or abused after delivery to you and mattresses or foundations that are damaged,

soiled stained or missing law tags.

Delivery, labor and/or installation fees.

Adjustable base beds and customized and personalized items, including customized jewelry.

Hazardous items that are gas-powered or contain flammable liquids.

Computer laptops and desktops more than 14 days after delivery.

Any product missing the serial number or UPC.

Gourmet gift baskets.

All Final Sale merchandise.

Memberships, completed services and consumable items including ink and batteries.

Backordered Items

Items that are on back order for more than 60 days may be canceled due to unavailability, and a full refund will be processed for the items.

Some product lines have special restrictions or return policies. Please contact us for details.

No Representations and Warranties

Merchandise rewards are offered and provided by independent suppliers. Neither we nor our third-party service providers make any express or implied representation or warranty and will not be liable for injury, damage, loss or expense resulting from your acceptance or use of the reward or from a reward's defect or failure. We and our third party service providers disclaim any implied warranty of merchantability or fitness for a particular purpose.

FLIGHT TERMS AND CONDITIONS

Please read the following Terms and Conditions carefully as they apply to all flight redemptions. See your full Terms and Conditions for additional information on your rights and obligations under the Program.

General

We will rely on the authority of the person making the booking to act on behalf of any other traveler on the booking and that person will bind all such travelers to these Terms and Conditions.

Seat Assignments

Seat selection may not be available for all flights due to the airline's fare class restrictions or policy. Please contact the airline directly to select seats. Seat assignments, regardless of the fare class you select, are not guaranteed and are subject to carrier change without notice due to a schedule change, equipment change or other unforeseen circumstances.

Baggage Fees

Some airlines charge an extra fee each time bags are checked in with that airline. These fees are not included in your total trip cost when booking tickets on the Program website. They are collected by the airline either at the ticket counter when the bag is checked or at the gate. The airlines' websites contain detailed information regarding their baggage policies. For passengers whose tickets are booked as a codeshare flight, operating and/or marketing carrier fees may apply.

Change & Cancellation Policy

Flight bookings are non-refundable. We are unable to cancel/amend a flight reservation and restore your points. We are unable to modify/change a reservation.

Changes to a booking through an airline, if permitted, may incur change fees which are your responsibility.

Fare Rules and Restrictions

You agree to the fare rules and restrictions of the airline that provides your tickets.

Flight Cost Summary

On the Flight Cost Summary page of the Program website and all subsequent pages leading to a booking, all mandatory taxes, charges (including fuel surcharges), service fees, and government and airport authority fees are either included in the fare or itemized separately to provide a total trip cost.

Fare Offering Per Flight

The Program website displays only the lowest fare that is available per flight. Other fares may be available through an airline, but not thru the current program offerings.

Airline Schedule Changes

Airline schedules are subject to change at any time. Impacted elements of the itinerary include, but are not limited to, the following: flight number, arrival and departure times, aircraft type, route, connections, or location, and dates of travel. Other components of travel may be impacted by flight schedule changes and modifications or cancellations of those components are your sole responsibility. Please reconfirm all flights directly with the carrier, at least 24 hours prior to arrival at the airport.

Electronic Tickets

Paper tickets are not issued by airlines participating in this program.

Reconfirmation Notice

Some international airlines require reconfirmation of your reservations. Contact the transporting airline for the applicable requirements.

Travel Insurance

Travel insurance is not included with any redemption, and you agree that you have booked without insurance, releasing all liability which could result in the loss of travel cost and/or money to correct any situation

Travel Documentation, International Travel

All travelers must have valid international travel documentation, such as a passport or visa. Any fines, penalties, payments or expenditures incurred because of such documents not meeting the requirements of governmental authorities will be your sole responsibility. If you need information regarding visas, passports and other travel document requirements for your trip, please visit Travel.State.Gov for passport and visa requirements.

Health

You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel and ensure that you carry all necessary vaccination documentation. In some cases, failure to present required vaccination documentation (e.g. proof of Yellow Fever vaccination) may deny you entry into a country. We recommend that you consult with your local doctor, travel medical service or specialist vaccination clinic before commencing your travel.

HOTEL TERMS AND CONDITIONS

Please read the following Terms and Conditions carefully as they apply to all hotel redemptions. See your full Terms and Conditions for additional information on your rights and obligations under the Program.

Booking

All hotel reservations MUST be booked at least 2 days in advance of check-in date to accommodate processing requirements.

You must meet the eligibility requirements established by the hotel provider. The check-in age for some hotels is 21. Guests between the ages of 18 ? 20 should check with the hotel directly to understand the check-in policies and/or restrictions prior to booking.

You may book up to one room per reservation.

Unless otherwise indicated in the hotel details and descriptions, all hotel rates are based on a maximum of double occupancy. Rates are subject to change. You are responsible for paying hotel service charges, extra person charges, incidentals, such as room service, telephone access, in-room movies, energy surcharges, mini-bar, etc., and any applicable increases in taxes.

You are subject to individual hotel policies including, but not limited to: smoking, maximum occupancy, etc.

You may be required to present a valid credit card or cash deposit at check-in.

Hotel requests for specific features (non-smoking, bedding) are not guaranteed.

You may be asked to present a photo ID when checking in.

Hotel photos in any promotional materials are representative only and do not necessarily depict the actual room in which guests will be accommodated.

Hotel Cancellation and Change Policies

Hotel redemptions are final and non-refundable. Cancellations or changes made at any time are subject to a 100% charge. Refunds are not available for delayed check-in or early check-out. The hotel is not authorized to make an exception to this policy. Please refer to the hotel information page or your confirmation email for specific hotel policies and procedures.

We cannot guarantee changes to the name on a reservation but will make every attempt to accommodate requests.

Amendment requests to existing reservations must be made through customer service.

CAR RENTAL TERMS AND CONDITIONS

Please read the following Terms and Conditions carefully as they apply to all car rental redemptions. See your full Terms and Conditions for additional information on your rights and obligations under the Program.

Booking

Vehicle rentals available through this Site are subject to standard rental contracts of the car rental companies, which will be completed by you at the time of pick-up of a vehicle.

Actual prices may vary depending on special requests and items purchased at the counter. Pricing may change if you pick-up, or drop-off the car at a different date, time, or location than you requested in your reservation or for other reasons at the discretion of the rental car company.

While you may request child seats and other special requests, the requests are not guaranteed and are provided at the discretion of the rental car company.

At the time of pick up, the driver will be required to present a valid driver's license, and a valid credit card in his/her name. Some locations also accept debit cards; however, rental partners have different requirements for customers who will only have a debit card at the time of pickup.

While our rental car partners strive to honor your request for car type (economy, full size, SUV etc.), your requested car type is not guaranteed to be available. Specific cars, makes and models are not guaranteed, and listed car makes and model are for example only. Car fleet information including capacities is based on the latest information provided to us by the supplier and is subject to change.

You may book up to one car per reservation.

You must meet the eligibility requirements established by the car rental company. At a minimum, the renter age for a car rental reservation is 18 and may be higher based on the policies of the car rental company. Guests between the ages of 18 and 25 should check the specific car rental company policies listed on the website.

Specific car rental company policies and additional terms are listed on the car rental website and should be reviewed prior to booking.

Cancellation and Change Policies

All car rental reservations are final. Reservations are non-cancelable, non-transferable and no refunds are allowed.

In addition, reservations are generally non-changeable. We cannot guarantee changes to the name on a reservation but will make every attempt to accommodate requests.

Amendment requests to existing reservations must be made through customer service.

General

When you book a reservation, RAZR is responsible for the Platform – but not the Travel Experience itself. We take reasonable care in providing our Platform, but we can't guarantee that everything on it is accurate (we get information from our car rental providers). Our Platform is not a recommendation or endorsement of any provider or its products.

RAZR endeavors to publish and maintain accurate prices and information for its services. Car rental companies provide us with the price, availability and other information related to these services. In the event that a service is listed or provided to us at an incorrect price or with incorrect information due to typographical error or other error in pricing or service information received from a car rental company, we retain the right to refuse or cancel any requests placed for such service, whether or not the reservation has been confirmed. If your account has already been charged for the purchase and your reservation is canceled because of incorrect car provider information, we will promptly issue a credit to the account in the amount of the charge.

EVENT TICKET TERMS AND CONDITIONS

Please read the following Terms and Conditions carefully as they apply to all event ticket redemptions. See your full Terms and Conditions for additional information on your rights and obligations under the Program.

General

We are unable to process refunds, exchanges or cancellations except as provided below. The Program website acts as an intermediary between you and ticket brokers to facilitate the redemption of points for event tickets and as such, neither we nor any of our service providers is directly involved in the actual ticket transaction between you and the ticket brokers.

Participating brokers are independent, privately owned companies engaged in the business of buying and selling tickets for sporting events, concerts, and theater shows worldwide. Participating brokers are not affiliated with any box offices, theaters, venues, or teams.

Orders

Orders through the Program website will be fulfilled by one of the participating brokers. If an event is postponed, tickets will be honored for the rescheduled date. If an event is canceled without a rescheduled date a full refund will be provided in the same method used in the original transaction.

All prices quoted include all service charges and reflect the cost of obtaining preferred seating. Most ticket prices are at or above face value. All prices are based on supply, demand, and seat location. We reserve the right to provide upgrades on all ticket orders at no extra charge to you.

Since event tickets are purchased in a free and fluctuating market, ticket prices and availability may change at any time. Ticket prices are guaranteed at the time the order is placed. All ticket orders are guaranteed by contract and a confirmation receipt will be issued upon redemption.

Ticket deliveries are guaranteed by the ticket broker no later than the day before the event unless otherwise stated in your confirmation and/or receipt(s). All tickets will be delivered via Federal Express method or email

unless otherwise stated. Due to time constraints, ticket brokers will not guarantee orders placed less than 3 days prior to the event.

We are not responsible for any weather delays, event postponements, change of venue, and lost or stolen tickets.

Ticket brokers may provide any quantities of tickets but cannot guarantee ticket groupings larger than 2 together.

ACTIVITIES TERMS AND CONDITIONS

Please read the following Terms and Conditions carefully as they apply to all activity redemptions. See your full Terms and Conditions for additional information on your rights and obligations under the Program.

General

All Activity redemptions are final. We are unable to process refunds, exchanges or cancellations.

All Activity redemptions must be completed by the Reward Headquarters Customer Care Team.

All Activities are fulfilled by a variety of Suppliers, Tickets and Tour/Travel Operators.

Unless otherwise stated, purchases/redemptions made through Activities on this site all are subject to these Terms & Conditions; in all booking arrangements, the person making the booking shall be deemed to have accepted these conditions on behalf of the persons named in the booking

Terms of Use

By using Activities, you agree to be legally bound by these terms, which shall take effect immediately.

If you do not agree to be legally bound by all the following Terms & Conditions, please do not access, redeem for and/or use Activities.

Activities Terms & Conditions may change at any time by posting changes online.

Please review these Terms & Conditions regularly to ensure you are aware of any changes made. Your continued use of Activities, after changes are posted, means you agree to be legally bound by these terms as updated and/or amended.

Your use of Activities is intended for personal, non-commercial use and/or to make legitimate requests to book the products or services offered

Cancellations & Refunds

All redemptions/sales are final and no modifications/amendments or changes are allowed.

Activity suppliers do not allow changes once a booking has been made.

It is not possible to change or modify a special event, theater, or show ticket. Sales of these tickets are final and cannot be amended once your original purchase is confirmed.

In case of emergency all other date-change requests and amendments are subject to review of the service

providers and we cannot guarantee the success of any date-change requests.

In case of an emergency and a change is requested, if possible ? additional fees may apply.

All requests for modifications must be directed to Reward Headquarters Customer Care via the contact information supplied by your award program administrator.

All products, tickets, tours and services offered by Activities are valid as per the dates displayed in Activities. Program sponsor and suppliers are not responsible or liable for any information that they do not directly provide.

Occasionally our suppliers and/or service providers make changes to tour dates, prices, inclusions, coverage, age requirements, etc. As a result, Activities suppliers reserve the right to cancel, change or substitute any service, tour, ticket or product that you have booked in Activities, at any time, for any reason.

In such cases, if you are dissatisfied with the alternatives offered, we will work to cancel your activity and then offer a refund of your redemption.

Notwithstanding the above, when we are informed in advance by our service providers and/or suppliers of a significant change to a booking and/or to a tour, product or event, we make every reasonable effort to notify the program administrator as appropriate, in order to amend or re-issue the booking where feasible.

Pricing & Inclusions/Exclusions

Prices are per person, unless otherwise specified.

Prices are subject to change without notice, until a booking has been confirmed.

Unless otherwise specified, prices do not include any local taxes or use-fees, including foreign departure, security, port charges, park fees, customs, immigration, agricultural, passenger-facility charges or international transportation tax.

Prices do not include tips/gratuities to tour directors, drivers or local guides; passport and visa fees; baggage and personal insurance; any items of a personal nature; and any beverages or food not specifically listed under ?Inclusions? on the product pages.

Activity Vouchers

You will receive a personalized Voucher for each tour, event or service booked. In order to access and print your Voucher(s), you will be provided access to a secure webpage that contains a link to your Voucher(s).

You must provide the original, authentic Voucher to the appropriate service provider in order to redeem your tour, ticket, or package. Your reservation cannot be honored or redeemed without presenting a valid Voucher.

For security purposes, when redeeming your Voucher you must present a valid Photo ID and sign the Voucher. This is for identification purposes and helps us to prevent fraud.

Passports, Visas & Insurance

It is the responsibility of all passengers, regardless of nationality and destination, to check with the consulate of the country they are visiting for current entry requirements.

As Visa and health requirements are subject to change without notice, we recommend that you verify health and visa requirements with the appropriate consulate prior to departure.

We strongly recommend that you purchase a comprehensive Travel Insurance Policy prior to departure. If you cancel your trip or significantly alter travel dates, many policies will reimburse the cost of cancellation fees and related expenses.

Disclaimers & Limitations of Liability

Under no circumstances will your program sponsor, Activities Suppliers, agents, affiliates, service providers, suppliers, and/or distributors be liable for any of the following losses or damage (whether such losses were foreseen, foreseeable, known or otherwise): (a) loss of data; (b) loss of revenue or anticipated profits; (c) loss of business; (d) loss of opportunity; (e) loss of goodwill or injury to reputation; (f) losses suffered by third parties; or (g) any indirect, consequential, special or exemplary damages arising from the use of Activities regardless of the form of action.

Activities Suppliers, in making arrangements for hotels, tours, transportation or any service in connection with the itineraries of individual customers, shall not be liable for injury, damage, loss, accident, delay or irregularity, liability or expense to person or property due to act of default by any hotel, carrier or other company or person providing services included in the tours.

Furthermore, Activities Suppliers, agents and operators accept no responsibility for any sickness, pilferage, labor disputes, machinery breakdown, government restraints, acts of war and/or terrorism, weather conditions, defect in any vehicle of transportation or for any misadventure or casualty, or any other causes beyond their control.

Activities Suppliers content - including the information, names, images, pictures, logos, prices, dates, and availability regarding or relating to Activities Suppliers, service provider, operator and/or distribution partner is provided AS IS and on an AS AVAILABLE basis without any representations or any kind of warranty made (whether express or implied by law) to the extent permitted by law, including the implied warranties of satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, security and accuracy.

At Reward Headquarters we check and recheck the details about all the products and services we offer for accuracy. However, Activities Suppliers and Reward Headquarters do not warrant that functionality, content or information contained in Activities will be uninterrupted or error free, that defects will be corrected, or that Activities or the servers that make it available are free of viruses or bugs.

If any of these terms are determined to be illegal, invalid or otherwise unenforceable by reason of the laws of any state or country in which these terms are intended to be effective, then to the extent and within the jurisdiction in which that term is illegal, invalid or unenforceable, it shall be severed and deleted from these terms and the remaining terms shall survive, remain in full force and effect and continue to be binding and enforceable.

CASH REWARD TERMS AND CONDITIONS

Please read the following Terms and Conditions carefully as they apply to all cash reward redemptions. See your full Terms and Conditions for additional information on your rights and obligations under the Program.

General

All Cash Reward redemptions are final. We are unable to process refunds, exchanges or cancellations.

Deposit to Checking

Cash Rewards redemptions for a deposit into a checking account are generated as an ACH deposit to the designated account typically within 3-7 business days.

If you would like to learn the exact date of when your transaction will be deposited to your account please contact your financial institution. Their contact information can be found on the back of your card.

Deposit to Savings

Cash Rewards redemptions for a deposit into a savings account are generated as an ACH deposit to the designated account typically within 3-7 business days.

If you would like to learn the exact date of when your transaction will be deposited to your account please contact your financial institution. Their contact information can be found on the back of your card.

Same-Day Statement Credit

Statement Credits will be applied to your Program card billing statement within 5-7 business days of the redemption request.

The Statement Credits will be issued to your Program card account only and may not be redeemed for cash equivalent, transferred to another card, or used as payment on other accounts.

If you would like to learn the exact date the Statement Credit will post or was posted to your statement please contact your financial institution.

STATEMENT CREDITS ARE NOT A PAYMENT. PLEASE REMEMBER TO SUBMIT YOUR NORMAL MONTHLY PAYMENT BEFORE YOUR NEXT DUE DATE.