



## JANZEN'S PHARMACY LIVE BETTER REWARDS

# FREQUENTLY ASKED QUESTIONS

### **What if my Live Better Rewards card is lost or stolen?**

Visit either Janzen's Pharmacy store and let the staff know that you require a new card. Once you complete the replacement section of the enrollment form, you'll receive your new card immediately. The points from your old card will be transferred to your new card in 3-4 weeks. You can have your old card deactivated until the points are transferred.

### **What do I do if I move addresses, change my name or any other information that I supplied on my enrollment form?**

You can update your personal information by filling out an enrollment form in-store. You'll receive your new card immediately. The points from your old card will be transferred to your new card in 3-4 weeks. You can have your old card deactivated until the points are transferred.

### **What about privacy of information?**

Janzen's Pharmacy doesn't rent, sell, or provide our Live Better Rewards Members' personal information to any organization or individual.

### **What's the policy for exchanges or returns?**

To make an exchange or return for purchases, the original cash register receipt must be presented at the time of the exchange or return. The Live Better Rewards card associated with the original transaction will have all points received from that original purchase deducted from the cardholder's point balance. In the case of an exchange the appropriate points earned with the replacement product will be added to the cardholder balance.

### **Where is my Live Better Rewards card accepted?**

The Live Better Rewards card is accepted at both Janzen's Pharmacy locations.

### **Are Points transferable between Live Better Rewards Members?**

Yes, Live Better Rewards Points are transferable subject to the Program's Terms and Conditions.

### **If I don't have my card with me, can I still receive Points for my purchase?**

In order to receive points for your purchase, you must present your personal Live Better Rewards card at the time of purchase.



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# TERMS AND CONDITIONS

As of November 1, 2010

### Participating Stores

1. The Live Better Rewards Program (the "Program") is available at Janzen's Pharmacy at 296 Bay Street and 129 Frederica Street West, Thunder Bay, Ontario.

### Membership Enrollment

2. To participate in the Live Better Rewards Program, a customer must become a Member of the Program. Membership is absolutely free and no initial purchase is required. Simply fill out a Live Better Rewards Program Form accurately, completely and legibly at a Janzen's Pharmacy store or visit [www.janzens.ca/livebetter](http://www.janzens.ca/livebetter) and complete the on-line form, accept the terms and conditions on-line, print it off and bring it into a Janzen's Pharmacy store. Upon completion, the Member will receive his or her own Live Better Rewards Card.
3. Only one Live Better Rewards Card is available per customer.
4. Janzen's Pharmacy has the right to revoke card privileges at any time at their discretion.
5. Live Better Rewards card holders may earn Rewards points on any qualifying purchase. Some exclusions apply. See store for details.
6. Janzen's Pharmacy will maintain the privacy of cardholders information in the administration and communication of the program. Visit [www.janzens.ca](http://www.janzens.ca) for our company's privacy policy.
7. Live Better Rewards points are only redeemable at Janzen's Pharmacy locations.
8. Live Better Rewards points are issued on pre-tax purchases only.
9. Janzen's Pharmacy reserves the right to change the terms and conditions at their sole discretion.