

# IQOS CLUB

## **IQOS CLUB TERMS AND CONDITIONS**

**Rules valid from January 23, 2020**

### **What advantages does the IQOS CLUB offer?**

- The opportunity to recommend IQOS to your friends, adult smokers, and receive a reward for every new IQOS user who purchases IQOS using your IQOS CLUB code. The reward for every user is EUR 10. Newly-registered customers, who will be sent their IQOS CLUB code after January 23, 2020, will receive an increased reward of EUR 25 for purchases made until March 23, 2020.
- A purchase of a special offer for new users with the bonus of EUR 10 in the form of a voucher for your friends, adult smokers, who purchase IQOS on your recommendation.
- Offers for exclusively reduced prices
- Invitation to VIP events
- Useful tips and tricks how to use IQOS to the maximum
- Up-to-date information about new products (limited editions, new tobacco sticks flavors)

### **I want to become an IQOS CLUB member and get bonuses for referring IQOS, what should I do?**

When purchasing an IQOS device through an IQOS partner or at our IQOS stores, you will be registered and your device assigned directly to your account upon the purchase. If you provide consent with IQOS CLUB membership, you will become a member immediately after your registration and within 24 hours you will be sent your IQOS CLUB code.

You can change your consent with the IQOS CLUB membership anytime in your Profile; and you can register your device in your Profile as well. Or call our Customer Care Center at our free number 0800 400 600.

### **What should I do if I have not received my IQOS CLUB code?**

Check out your Profile whether you agreed to the terms and conditions for the IQOS CLUB membership, i.e. check your approval with the IQOS CLUB membership and device registration. Check out your e-mail box including junk mail.

Within 24 hours after your registration as a user and after registering your device, we will send out a unique IQOS CLUB code to the e-mail address you provided at the registration. If you fail to find it in your e-mail inbox please contact our IQOS Customer Care Center at [contact.sk@iqos.com](mailto:contact.sk@iqos.com) or at 0800 400 600.

### **Who is the IQOS CLUB intended for?**

IQOS CLUB is intended for registered IQOS users who have shown interest in the IQOS CLUB membership and have thus been approved to be contacted by phone or sent additional newsletters or text messages and at the same time have at least one registered IQOS device in their Profile (when purchasing IQOS through an IQOS partner, at [IQOS.com](http://IQOS.com) or with registration at our IQOS stores, the device registration is done automatically).

## **How to get a bonus for IQOS referral?**

It is easy, you only have to explain the advantages of IQOS to your friends, adult smokers, and give them your unique IQOS CLUB code. By making purchases at our IQOS stores or with our IQOS partners, the code is redeemed and after making the payment, the referred friends get a voucher in the value of EUR 10.

You will receive a reward of EUR 10 in the form of a voucher for the purchase of any product on IQOS.com or at our IQOS stores. Newly-registered customers, whose IQOS CLUB code will be sent to them after January 23, 2020, will receive an EUR 25 reward for purchases made until 23 March, 2020.

Attention, we give out bonuses for every new user you recommend IQOS to but up to a maximum of 15 within one calendar month.

At the same time, these must be so far unregistered customers who have not been recommended in the last 30 days by the third party (e.g. by an authorized tobacco shop, hostess, ...). In the event that such a customer will use your IQOS CLUB code when purchasing his first IQOS device, he will still be rewarded with a EUR 10 voucher after the purchase but your claim for remuneration expires.

## **When do I get vouchers for referring IQOS and where can I redeem them?**

Vouchers for recommendations are sent within 48 hours of purchase in case of purchase through an IQOS partner and at IQOS stores using your IQOS CLUB code.

In case of purchase on IQOS.com, you will receive a voucher within 48 hours of receipt and payment of the order, not from the moment of order placement.

You can use the vouchers for purchases on IQOS.com or at our IQOS stores.

## **Who can I recommend IQOS to?**

IQOS can only be purchased by adult smokers, so recommend it only to your friends, adult smokers.

## **How can I get a EUR 10 voucher for purchasing my first IQOS using the IQOS CLUB code?**

When shopping through an IQOS partner, the voucher will be sent to you by e-mail within 48 hours after your purchase.

When shopping at our IQOS stores, you will receive a voucher via SMS within 48 hours after the purchase of your IQOS device.

This voucher can be redeemed at IQOS.com or at our IQOS Stores.

## **What other terms and conditions are connected to IQOS CLUB?**

- Referral vouchers can be redeemed at IQOS.com and at our IQOS stores for three consecutive months after you became eligible. Vouchers cannot be combined.
- None of the vouchers can be exchanged, nor can they be paid out or extended.
- Unused vouchers cannot be paid out or paid back or used for another purchase at our IQOS.com and at our stores.
- At the IQOS.com, the voucher is always used for an item with the highest value and one voucher cannot be used for purchasing more items. Vouchers cannot be used for shipping costs.

- Within one calendar month, you may receive a bonus for the maximum of 15 IQOS CLUB code uses which means that the maximum bonus with time limited offer of EUR 25 for one referral is EUR 300 (valid only until March 23, 2020), with the exception of time limited offer with the EUR 10 bonus for a referral the maximum bonus is EUR 150. Other bonuses beyond the set limit are not transferred to the following calendar month.
- In case of purchase on IQOS.com, you will receive a voucher within 48 hours of receipt and payment of the order, not from the moment of order placement.
- If the buyer using the IQOS CLUB code after the purchase withdraws the contract, the reward voucher will be invalidated or the referral reward for this purchase will be deducted as part of the subsequent rewards.
- Vouchers in the value of EUR 10 for your friends, adult smokers, can be redeemed at IQOS.com or at our IQOS stores under the same terms and conditions as referral vouchers.
- Phillip Morris Slovakia s.r.o. reserves the right to change the terms and conditions or end the program program. You will be informed about this fact.
- If you do not wish to receive further information about the IQOS CLUB special offers you can unsubscribe in your Profile at IQOS.com.
- Terms and Conditions of IQOS CLUB valid until December 31, 2018 are available at IQOS.com.
- Terms and Conditions of IQOS CLUB valid between December 4, 2018 and March 31, 2019 are available at IQOS.com.
- Terms and Conditions of IQOS CLUB valid between 1. 4. 2019 a 22. 1. 2020 are available at IQOS.com.
- As part of membership in the IQOS CLUB, vouchers of different values may be distributed, which may be used to purchase specific goods. Philip Morris Slovakia s.r.o. however, reserves the right, in the event of unavailability of such goods, to provide other goods as a replacement.
- As part of your membership in the IQOS CLUB, you may be contacted to determine customer satisfaction with our services and products.

### **How do you process personal data?**

Please keep in mind that the personal data that you provided during your registration will be processed according to the PMI Consumer Privacy Policy. You can unsubscribe from receiving additional information anytime in your Profile at IQOS.com or by contacting IQOS Customer Care Center at 0800 400 600 or [contact.sk@iqos.com](mailto:contact.sk@iqos.com). Upon unsubscribing, your IQOS CLUB membership shall expire.

### **Do you have other questions?**

Please contact our IQOS Customer Care Center at 0800 400 600 or [contact.sk@iqos.com](mailto:contact.sk@iqos.com).

TOBACCO STICKS USED WITH IQOS CONTAIN NICOTINE, WHICH IS ADDICTIVE. THEREFORE USING IQOS IS NOT RISK FREE. THE BEST CHOICE FOR CONSUMERS CONCERNED ABOUT THEIR HEALTH IS TO QUIT TOBACCO USE COMPLETELY.