

General Oakland Nursery Rewards Plus Program Information (terms and conditions)

The Oakland Nursery Rewards Plus program is brought to you by Oakland Nursery, Inc. (Oakland). Oakland may, at any time, terminate, alter or modify the Oakland Nursery Rewards Plus Rewards program and/or these terms and conditions without any further obligations and/or benefits to members. We will provide you written notice via email or a notice posted on oaklandnursery.com should we terminate, alter or modify the Oakland Nursery Rewards Plus Rewards program and/or these terms and conditions. "Terms and conditions" shall refer to these terms and conditions, as they are modified by Oakland in its sole and absolute discretion. These terms and conditions are void where and to the extent prohibited by law.

Who Can Join

Oakland Nursery Rewards Plus program membership is open to all persons who have reached the age of majority in their country, state or province of residence. No purchase is necessary to join the Oakland Rewards Plus Program. By joining and participating in the Oakland Nursery Rewards Plus Program, you represent that you have reached the age of majority in your country, state or province of residence and you agree to these terms and conditions. Your membership is nontransferable and is subject to these terms and conditions, as they may be amended from time to time. You can review our most current terms and conditions at OaklandNursery.com/rewards. Your membership is valid only at one of our four Oakland Nursery retail locations. Enrollment begins upon Oakland Nursery's receipt and acceptance of your complete application. When you enroll at a participating store, you will receive a membership card. You are solely responsible for protecting your membership number and membership card and not sharing your membership number with anyone else. If you enroll online, you must wait 5 business days and then may pick up your card at the location specified on your online enrollment application. Oakland Nursery employees and their spouses/domestic partners are not eligible to participate in the Oakland Nursery Rewards Plus Rewards program.

How to Earn Points

As a member of the Oakland Nursery Rewards Plus Rewards program, you will earn one point for every \$1 USD you spend on qualifying purchases, net of taxes (see "Non-Qualifying Items" below) when you use your membership card at the time of purchase in-store at any of our four locations. Points will post to your account approximately twenty-four hours from in-store purchase. You can earn additional points through special offers and promotions as designated by Oakland Nursery, in its sole discretion, from time to time. Point calculations are based upon dollars net of taxes spent at checkout on qualifying purchases (see "Non-Qualifying Items" below). When products are returned or exchanged, points will be deducted from your Oakland Nursery Rewards Plus account for the amount of return or the difference in the exchanged product (if the new item is less than the original item) net of taxes. Points cannot be earned on purchases made prior to joining the Oakland Nursery Rewards Plus program. Only one membership card or membership number may be used in connection with a purchase. Points will only post to one Oakland Nursery Rewards Plus account per person.

How to Receive Rewards

You will earn points during the calendar year and you will be sent a gift card with your reward balance by March 1st of the following year. You will receive a \$10 reward for the first 500 points earned and \$5 reward for every 250 points earned thereafter. Oakland Nursery Rewards Plus gift cards are not redeemable for "Non-Qualifying Items," see below. Points will be deducted annually from your account based on point level reached. For example, if you earned 2000 points during the calendar year, you will be issued a rewards gift card for \$40 by March 1st of the following year. The 2000 points will be deducted at the time the gift card is issued. Remaining unused points or accounts without sufficient points to receive a rewards certificate in a given earnings period, will carry over to the next earnings period. Oakland Nurseries Rewards Plus gift card will expire on December 31st of the year it was issued.

How to Use Oakland Nurseries Rewards Plus Gift Cards

Oakland Nurseries Rewards Plus gift cards may only be redeemed by the Oakland Nursery Rewards Plus member to whom the rewards gift cards was awarded. Oakland Nurseries Rewards Plus gift cards are good for discounts off future purchases at any Oakland Nursery retail store locations. If the value of the purchase is less than the Rewards Plus gift card, no change will be provided and the remaining value of the Oakland Nurseries Rewards Plus gift card will remain on the card for future use. The value of the Oakland Nurseries Rewards Plus gift cards will be applied as a percentage discount on each item in your transaction. You will receive the price paid (after the discount) on all returned or exchanged merchandise. The value of your Rewards Plus gift cards will not be returned if you make a return or exchange. Oakland Nurseries Rewards Plus gift cards cannot be applied to previous purchases. Oakland Nurseries Rewards Plus gift cards may be used in conjunction with most Oakland Nursery discounts or coupons, to be determined in Oakland Nursery's sole and absolute discretion. **Unless noted otherwise on the rewards gift cards, they will expire by December 31st of the year of issue.**

Non-Qualifying Items

Oakland Nursery Rewards Plus program points cannot be earned or redeemed for the following: gift card purchases, sales tax, shipping, donations, or purchases made by Oakland Nursery employees or their spouses/domestic partners. They also may not be redeemed for purchases from any of our other Oakland Nursery departments (i.e. landscape, irrigation, wholesale, interiorscapes or streetscapes). Other exclusions may apply. Oakland may add or delete Non-Qualifying Items in Oakland's sole and absolute discretion. Customers will earn points on merchandise subtotal, after any discounts are taken and pre-charges for tax, shipping, donations, or purchases of gift cards.

General Terms

Membership cards, points and Rewards Plus gift cards have no cash value and are nontransferable. Lost, stolen or destroyed membership cards and Rewards Plus gift cards will not be replaced. Oakland is not responsible for communication errors, including distribution of Rewards Plus gift cards, due to a change of address or other changes in contact information. Other restrictions or exclusions may apply.

Membership Cancellation, Modification, Expiration and Termination

You may cancel your membership at any time by notifying Oakland's Customer Service by mail, e-mail or telephone. If you do not make any qualifying purchases with your Oakland Nursery Rewards Plus membership number during a calendar year, Oakland may, in its sole discretion, terminate your account on or after the last day of that calendar year. If your membership expires, any points which remain in your account will be forfeited. In all matters relating to the administration of the Oakland Nursery Rewards Plus program, the decisions of Oakland shall be final. Oakland reserves the right to cancel, amend or revoke any program, including, without limitation, the Oakland Nursery Rewards Plus program, at any time due to reasonable business consideration or circumstances beyond its control or as required by applicable law. In addition, Oakland reserves the right to terminate your Oakland Nursery Rewards Plus membership, and void any points accumulated in such account(s), if you, in Oakland's sole discretion, violate any of these terms and conditions or any applicable law, earn points via deception, forgery, fraud, or commit any other abuse of the Oakland Nursery Rewards Plus program.

How to Contact the Oakland Nursery Rewards Plus Program

For information about your account or to update your account information, visit oaklandnursery.com/rewards or contact Oakland Nursery's Customer Service. Please have your membership number with you when contacting Customer Service.

You can contact us by mail at:

Oakland Nursery Rewards Plus Program
1156 Oakland Park Avenue
Columbus, OH 43224

By e-mail: rewards@oaklandnursery.com

By phone: Call 614-268-3511

Marketing Materials

The information you provide as a member of the Oakland Rewards program will be managed by Oakland as described in Oakland's Privacy Policy.

By becoming a member of the Oakland Nursery Rewards Plus program, you agree to receive advertising, marketing materials and other communications from Oakland Nursery. You may opt out of receiving these emails by clicking on the opt out on the bottom of the email and following the instructions.