

## **CIBC MERCHANDISE REWARDS**

### **Terms & Conditions**

The following terms and conditions are applicable to the redemption of any merchandise, lifestyle, gift card or digital gift card rewards.

#### **1. Delivery**

- Please allow for up to five (5) weeks for the delivery of merchandise, lifestyle and gift card rewards.
- Please allow for up to two (2) hours for the delivery of digital gift cards, exceptions apply.
- Rewards can only be shipped in Canada to a civic address (not to a P.O. Box).
- Additional shipping costs may apply based on item size, weight or shipping destination. You will be advised by a CIBC Rewards Centre agent if additional charges apply.
- Rewards redemptions with multiple items may be delivered separately.
- Digital gift cards will be delivered by email; one email will be sent for every one (1) digital gift card quantity redeemed.
- For physical delivery rewards, you will be required to provide a valid daytime telephone number to complete your redemption.
- You will receive a confirmation number once you complete your rewards redemption. Please record or retain a printout of your confirmation number for your records.
- If you have provided an email address, you will receive an email once your reward has been shipped.
- Log in to CIBC Rewards.com and click on Account History to follow up on the delivery status of your reward order.
- Once you receive your reward, please keep the packing slip as proof of purchase for your records and warranty claims. CIBC does not service warranty issues; all claims must be addressed directly with the product manufacturer.
- For physical delivery rewards, you may have your reward delivered to someone else according to the delivery terms set out in this section. However, your email address and daytime telephone number are still required.

#### **2. Return Policy**

- You have thirty (30) days from the receipt of an eligible item (or ten (10) business days for jewelry items) to request a return. Please contact the CIBC Rewards Centre for return instructions prior to returning the item to ensure you will receive a full credit. Rewards merchandise must be returned in the original manufacturer's packaging and accompanied by a copy of the original packing slip.
- Please note these items cannot be returned: earrings, clothing, bedding, linens, towels, electronics, opened CDs, DVDs, or games. There are no returns on clearance items or as noted on any item description.
- Gift cards, gift certificates, digital gift cards and lifestyle rewards are final sale and may not be returned or cancelled.
- In the event that merchandise arrives damaged or there are missing pieces, the merchandise will be replaced without charge if it is reported to CIBC Rewards Centre within

five (5) business days of receipt. A CIBC Rewards Representative will provide a Return Authorization Number. Each returned item must be in the original manufacturer's packaging and accompanied by a copy of the original packing slip. Item defects that have been identified after initial use will not be accepted for return and will be sent back to you to be handled according to the applicable manufacturer's warranty.

- Once the Return Authorization Number has been issued with instructions, you have fifteen (15) business days to return the item in question. Returns will not be accepted after the fifteen (15) business day term regardless of previous return authorizations.

### 3. Customer Support

Please contact the CIBC Rewards Centre at 1-888-232-5656 or 905-696-4907 for any questions regarding:

- Shipment status (you can also go to CIBC Rewards.com, click on Account History and you will be able to track the delivery status of your reward).
- Defective or damaged items.
- Shipped items not received within 1-2 weeks of shipment date.
- Digital gift card inquiries and please have your six-digit reference number provided in the email with the card details on hand.

### 4. Deal Centre Rewards

- CIBC Rewards reserve the right to limit quantities available at a promotional price
- Promotional price only valid until the expiry date indicated or while quantities last
- Rewards are subject to availability at the time of order – no rainchecks will be provided
- New rewards may be introduced to the CIBC Rewards program at an introductory points value and will return to their original price after the expiry date.

### 5. Disclaimer

- All Rewards shown on CIBC Rewards.com are subject to change and may be removed, replaced and/or reinstated on CIBC Rewards.com without any notice.
- Model numbers for merchandise rewards are subject to change without notice, based on availability, back orders and/or substitutes.
- CIBC does not make any representations or warranties, expressed or implied, including, but not limited to, the implied warranties of conditions of quality or fitness for a particular purpose.
- Lifestyle rewards are subject to vendor's policies and availability.
- Reward points value redeemed will be deducted from your account upon checkout and are not subject to points price matching.
- We reserve the right at any time to reject, correct, cancel or terminate any order for any reason.
- If the points value of any reward you order was incorrectly displayed on CIBC Rewards.com, CIBC Rewards will provide you with an opportunity to place an order at the correct price.
- Digital gift cards will not be replaced if lost or stolen. Subject to confirmation by CIBC Rewards, the remaining balance on a compromised digital gift card may be re-issued on a new digital gift card.

- CIBC Rewards is not responsible for digital gift cards that are undeliverable or not received due to the Primary cardholder, authorized user or delegate's failure to provide an accurate email address or other relevant delivery information for the recipient.

#### 6. Points Back Offer

- All Aventura terms and conditions, including those relating to redemption of Aventura points and CIBC Merchandise Rewards, continue to apply.
- The amount of Points Back on an item and the offer period is as noted in the item description.
- Your account must be in Good Standing when the Aventura Points from a Points Back offer are awarded to your account.
- Points from a Points Back offer will be awarded to the account from which points are redeemed for rewards via CIBC Rewards.com, upon successful completion of the order.
- Primary cardholders and any Delegate registered by the Primary Cardholder are eligible to redeem for a Points Back offer.
- The Points awarded back into your account have no cash value.
- If an item redeemed during a Points Back offer was returned, or an order was cancelled and is compliant with the CIBC Merchandise Rewards returns policy, CIBC will remove the Points Back amount awarded at the time of redemption from the account.