

CLOSE

The Club at Express Hair Studios

Terms and Conditions

Subject to the terms and conditions set forth below, members of the Club at Express Hair Studios will receive Rewards Points redeemable towards the purchase of certain Express Hair Studios products and salon services at Participating Locations.

I. Membership

1. Free Membership. No purchase is necessary to obtain membership in the Club at Express Hair Studios ("[Club at Express Hair Studios](#)" or the "[Program](#)") and receive the Club at Express Hair Studios card.

2. Eligibility. You must be age 13 years or older and a legal resident of the United States to be eligible for membership. Membership in the Club at Express Hair Studios is limited to individuals only and is limited to one account per individual. Persons under the age of 18 ("[Minors](#)") must obtain their parent's or legal guardian's consent prior to participation. By submitting an application for the Club at Express Hair Studios, you agree (or, if you are a Minor, your parent or legal guardian agrees) to be bound by these terms and conditions. Employees of Express Hair Studios and any Express Hair Studios employee's immediate family members who receive or use discounts offered to such employee are not eligible to participate in the Program. The Program is void where prohibited by law. A person may not be a member of more than one Express Hair Studios customer rewards program.

3. To Join.

a. In-Store. You may apply to become a member of the Program by completing an application at a Participating Location.

b. Online. You may also apply to become a member of the Program by visiting www.ExpressHairStudios.com (the "[Website](#)" or "[Online](#)"). In order to apply on the Website, you must first be a registered user of the Website and have a user name and password. If you apply on the Website, you will automatically be placed into one of Express Hair Studios's customer rewards programs based on your home zip code, if any Express Hair Studios customer rewards program is available in your area. The Program is not available in all areas. If your zip code places you within a certain proximity of a Participating Location, you will be placed in the Club at Express Hair Studios through that Participating Location. If your zip code does not place you within a certain proximity of a Participating Location, you will not be able to join the Program Online. You may sign up for the Program by visiting a Participating Location. Alternatively, you may be eligible for another Express Hair Studios customer rewards program, if one is available in your area.

4. Membership Card. Each member of the Program will receive an account number that is unique to such member. If you join the Program in-store, you will be given a Club at Express Hair Studios card that contains your account number. To ensure proper handling of Member

Accounts, lost or stolen cards must be reported to an Express Hair Studios associate at any Participating Location or by contacting the Express Hair Studios Customer Service desk at 1-708-974-0033. Express Hair Studios is not responsible in the event a member's card or Rewards Certificate(s) is lost or stolen and the card is used or the Rewards Certificate(s) is redeemed prior to the member notifying Express Hair Studios that the card or Rewards Certificate(s) has been lost or stolen.

5. Access/Change Member Information. Members must keep their personal information up-to-date by filling out a change of address/information form at any Express Hair Studios location. REExpress Hair Studios reserves the right to mail and/or email Club Promotions to members in its sole discretion. Express Hair Studios will not be responsible for a failure of any Program member to receive his or her Club Promotions in the event the member has failed to update his or her mailing address or e-mail address.

6. Membership Expiration. Any Club at Express Hair Studios account with no purchases for a period of two years or more will be deemed inactive and the account may be closed at Express Hair Studios's discretion.

7. Relocated Members. Club at Express Hair Studios Members who relocate to an area where there is no Participating Location are not eligible for Program benefits. Relocated Members may enroll or participate in any Express Hair Studios rewards program available in their particular zip code.

II. Participation

1. General. Each time a member (i) makes a qualifying purchase of a product or salon service in-store at a Participating Location and presents his or her Club at Express Hair Studios card, the amount of the purchase will be logged into the member's account. For all in-store purchases, you must present your Club at Express Hair Studios card at the time of purchase to get credit for the purchase.

2. Exclusions. Calculations are based on net sales only and exclude payment of any federal, state, or local taxes or use taxes or shipping charges. "Net sale" means the price paid by a member for a product or salon service, minus taxes, shipping charges, or discounts. Purchases of gift cards, redemption of merchandise vouchers, and any type of price adjustments, including merchandise returns, are not eligible for Program credit. All purchases (i) made by a Club at Express Hair Studios member prior to such member joining the Club at Express Hair Studios, (ii) made without presenting a valid Club at Express Hair Studios card in-store, are not eligible for Program credit. Certain products or salon services may be excluded. The purchase of any excluded product or salon service will not qualify for Program credit.

3. Refunds / Returned Funds. Refunds, checks returned due to non-sufficient funds, or disputed credit card charges will be deducted from a member's Club at Express Hair Studios account in an amount equal to the original transaction.

III. Rewards Points

1. General. Rewards points will accumulate for a period of 2 years and will be redeemable up until the point of expiration. Reward Points will be issued to each member according to the levels indicated on the current Club at Express Hair Studios level list, as determined in Express Hair Studios's sole discretion. Members must have a balance of at least 100 points to earn a redeem points. Each Rewards Promotion mailing or emailing will list the qualifying Express Hair Studios products and salon services available for redemption.

2. Rewards Certificate Levels. Rewards Points are divided by into Service and Products Categories.

Services:

Products: 1 point / \$1

3. Residual Amounts. A member's account will be reduced by the value of the Rewards Points issued. Except as set forth below.

4. Merchandise. Reward Promotion merchandise may be changed at Express Hair Studios's sole discretion at any time with merchandise of equal or greater value. Redemption of Reward Promotions or Points is subject to the availability of the merchandise.

5. Salon Services. Qualifying salon services may be changed at Express Hair Studios's sole discretion at any time with a salon service of equal or greater value. Redemption of Reward Points or Promotions is subject to the availability of the applicable salon service.

6. Expiration of Amounts. At the end of any year period, if any member has less than \$50 in his or her Club at Express Hair Studios account, such amount will be expired and not carried over into the next earning year.

7. Conditions on Use. Reward Promotions must be used before the expiration date indicated on the certificate or the Reward Promotions will be forfeited. Reward Promotions are redeemable for Reward Promotion merchandise or Reward Promotion salon services only. Reward Points awarded to different accounts may not be aggregated. Reward Points have no cash value and are not exchangeable for cash. Reward Promotions are void if sold or exchanged for cash or other consideration or if received or used in violation of these Program terms and conditions.

IV. Redemption of Rewards Certificates for Products

1. General. To redeem Reward Points/Promotions in-store for a qualifying product at a Participating Location, members must present their Reward Certificate to an Express Hair Studios representative and present their Club at Express Hair Studios card at the time of redemption. Members may only redeem Rewards Certificates for merchandise offered by Company.

2. Exclusions. Reward Points/Promotions cannot be combined with any other promotional offer. Rewards Points/Promotions cannot be redeemed Online. Rewards Points/Promotions may be redeemed only for Reward merchandise only at Participating Locations . Reward Merchandise is subject to product availability.

V. Redemption of Rewards Points for Salon Services

1. **General.** To redeem Reward Points in-store at a Participating Location for a salon service, members must make an appointment in advance and must present their Reward Certificate at the time of their appointment for redemption.

2. **Restrictions:** Rewards Points/Promotions may be redeemed only for Reward salon services only at Participating Locations. Redemption of Rewards Points/Promotions for salon services is available only by appointment. Retail values of salon services may vary depending on the salon. Other restrictions may apply. Check with your local Participating Location for details and availability. Express Hair Studios may add or change any Rewards salon service by substituting another salon service of equal or greater value. Gratuity is not included when redeeming Rewards Points for salon services. Certain Blackout Periods may apply during which members will be unable to redeem Reward Points for salon services. All salon services other than Reward salon services must be purchased at their regular retail rate. If a Rewards salon service is combined with a regular salon service, the Club at Express Hair Studios member will be charged for all non-Reward services the member has during the appointment.

VI. General Terms and Conditions

1. By joining the Club at Express Hair Studios, you agree to be bound by the terms and conditions set forth in these Program rules. Express Hair Studios reserves the right to cancel, modify, or restrict the Club at Express Hair Studios or any aspect of the Program, including increasing the amount required to reach each level and the products and salon services available at each level, at any time with or without notice.

2. Membership in the Club at Express Hair Studios may be revoked at any time by Express Hair Studios for any reason. Any abuse of the Program, failure to follow any terms of the Program, or misrepresentation regarding eligibility by any member may result in such member's membership being revoked and will affect such member's eligibility for participation in any other Express Hair Studios rewards programs.

3. The Club at Express Hair Studios purchases and account accrual, as reflected in Express Hair Studios's records, shall be deemed correct. Express Hair Studios reserves the right to determine the amount of Reward Points to be awarded to a member based on Express Hair Studios's internal records related to such member's account. In the event of an inconsistency between the amount accrued in a member's account as stated by any member, Express Hair Studios's internal records will control.