

WAKO Membership Program (WAKO Members Card/WAKO CARD) Membership Terms and Conditions

Article 1

Membership Qualification

A member (hereinafter "Member(s)", "you" or "your") is an individual customer who, upon accepting the Membership Terms and Conditions, has submitted a WAKO Membership Program (WAKO Members Card/WAKO CARD membership) application to WAKO Co., Ltd. (hereinafter "we", "our" or "us"), whose membership we have approved, and who has completed the registration procedure. Members must be 16 years of age or older.

Article 2

Expiration Date of Membership Qualification

1. Membership qualification shall last until the expiration date specified by us.
2. On disqualification from membership, Members shall forfeit all rewards and rights under these Membership Terms and Conditions.

Article 3

Membership Fees

There shall be no admission fee or annual membership fee.

Article 4

Issuance of WAKO Members Card or WAKO CARD

1. A WAKO Members Card is issued via WAKO's official LINE account to each Member who wishes to use the WAKO Membership Program in our stores. To activate an issued WAKO Member's Card, the Member must be issued a membership number by registering at WAKO's Official Online Boutique (hereinafter the "Online Boutique"). The only approved holder of the WAKO Members Card is the Member to which it was issued.
2. A WAKO CARD may be issued and lent to a Member only if it is difficult to issue a WAKO Members Card. A WAKO CARD may be issued at any of the stores participating in the WAKO Membership Program. The Member will sign the WAKO CARD in the signature panel on the back and keep the card in a safe place.
3. Only the Member who signed the WAKO CARD shall be allowed to use the card. We reserve the ownership of the WAKO CARD and the card may not be transferred or loaned to another party.

Article 5

Use of the WAKO Membership Program

When you are at our store and make purchases with us or are entitled to rewards, you will be asked to present your WAKO Members Card or WAKO CARD. If you are entitled to rewards on the Online Boutique, you may get them by clicking the following link and logging into the Online Boutique.

My Page on WAKO's Official Online Boutique

<https://www.wako.co.jp/p/login>

Article 6

WAKO Membership Program Use Exclusions

The WAKO Membership Program cannot be used in the following situations.

1. To purchase or pay for items in the following stores or scenarios (hereinafter "Excluded Stores, etc.").

Daimaru Fukuoka Tenjin Store, Matsuzakaya Nagoya Store, Oris Boutique Ginza, Grand Seiko Boutique Ginza, Grand Seiko Boutique Online, pop-up stores, off-premises sales

2. To make purchases on a charge account

3. To pay accounts receivable

Article 7

Member Rewards

1. Point rewards

(1) Granting of points

If you have presented your WAKO Members Card or WAKO CARD to show your membership number when making a purchase and are entitled to a reward, you will be awarded points to be determined separately for any usage which meets the requirements in (i) and (ii) below; provided, however, the exclusions in (iii) below shall apply.

(i) Eligible stores

WAKO Main Building, WAKO Annex, WAKO Bridal Boutique Ginza, WAKO SITE Ginza, Seiko Dream Square, Osaka Store, Haneda Airport Terminal 1 Store, Haneda Airport Terminal 2 Store, Nagoya Store, WAKO Official Online Boutique

(ii) Payment methods

Cash, credit card, gift voucher, WAKO Gift Card and other methods specified by WAKO

(iii) Point reward exclusions

In addition to the exclusions provided for in Article 6, points will not be awarded and the expiration date of points will not be extended for the following.

- Purchases using a gift voucher, payments for gift boxes, repairs, processing or deliveries, regular subscription-based purchases, mystery bag purchases and purchases or use of other products or services specified by WAKO

- Purchase at a discounted price

- Purchases with cash-on-delivery payment or mail order at the store

- The amount of purchases that is paid using points

(2) Calculation of points

(i) The eligible stores specified in Paragraph 7, (1), (i) of this Article will award points in accordance with the amount spent (excluding tax) per item purchased. The point conversion rate fluctuates

depending on stages which are based on the total amount of purchases in the preceding year.

Linking your WAKO Members Card or WAKO CARD to the Online Boutique enables you to use your points at both eligible stores and the Online Boutique.

(ii) The total amount of purchases from April of a year to March of the following year is the basis for calculating the point conversion rate for the period between May of the following year and April of the year after that. The rate in the first year is 1%.

The table below shows the point conversion rates of different stages.

Stage	Total amount of purchases in the preceding year (excluding tax)	Point conversion rate
WAKO member	Less than 300,000 yen	1%
Gold	300,000 yen or more but less than 1 million yen	3%
Platinum	1 million yen or more	5%

Stage

Total amount of purchases in the preceding year (excluding tax)

Point conversion rate

WAKO member

Less than 300,000 yen

1%

Gold

300,000 yen or more but less than 1 million yen

3%

Platinum

1 million yen or more

5%

The points awarded due to a purchase are added to the total amount of purchases in the year on the date of the delivery of the purchase.

If the date of purchase is not the same as the date of delivery, the point conversion rate at the time of delivery applies.

(iii) Exclusions regarding additions to the total amount of purchases in the year

- Purchases of gift vouchers and purchase of other specified items

- Cash on delivery at the store
- Purchases at excluded stores
- The amount of purchases on the Online Boutique that is paid using points

(3) Date on which points are awarded

Points for purchases made at stores will be validated on the day following the date of purchase, in principle; provided, however, that if the date of purchase is not the same as the date of delivery, the points may be validated on or after the day following the delivery date. When making purchases on the Online Boutique, points at the time of purchase accrue on the date the purchase is shipped and are validated on or after the seventh day after purchase. For some items, however, points may be valid before this date.

(4) Expiration date of points

Points will expire 12 months after their validation (the expiration date of all points held will be extended). Since points are validated on the day following the purchase or thereafter, their expiration date will not be extended if the purchase is made the day the points that are held expire.

Extension of the expiration date of points does not apply to purchases which are not eligible for point rewards listed in Paragraph 1, (1), (iii) of this Article.

(5) Use of Points

Before their expiration date, points may be used at stores or the Online Boutique. When points are used in this way, 100 points are equal to 100 yen.

At a store, present your WAKO Members Card or WAKO CARD and inform the salesclerk of your intention to use points before you pay.

On the Online Boutique, check either "Use all points available" or "Use some points" in the "Points" item in the order procedures and enter the number of points you will use.

If the date of purchase is not the same as the date of delivery, your points cannot be used for payment at the store.

The transfer of points to another member is not allowed.

2. Other rewards

(1) If you have spent 30,000 yen (excluding tax) or more on in-store purchases on any single day, you may also take advantage of the following rewards on the date of purchase. Orders accepted on the Online Boutique or over the telephone and items offered at a special price such as mystery bags do not qualify for such rewards.

- Free delivery of the item you purchased to your home

An extra charge for chilled delivery will be collected separately.

- Two-hours free parking if you have used the Nishiginza Parking Lot

(2) A limited-time 1,000 points are given to you on the first day of your birth month. Limited-time offer

The points expire at the end of the month following the month during which the points were granted. However, birthday points may be granted if you have completed membership registration on the Online Boutique by 8 p.m. on the final day of the month before your birth month and if you have an address in Japan.

(3) If you wish, we will send you our e-mail newsletters which are full of information about topics such as attractive WAKO products and events.

Article 8

How to check your point balance

1. When you make a purchase, your accumulated points as of midnight of the previous day will be printed on your receipt. If the date of delivery is not the same as the date of purchase, your accumulated points will be printed on your receipt on the day on which points are granted under Article 7, 1, (3) or thereafter.

2. You can check the number of points that you have accumulated under the provisions of the preceding paragraph via My Page on the Online Boutique linked below, in stores, at a WAKO CARD counter or using the WAKO Members Card.

My Page on WAKO's Official Online Boutique

<https://www.wako.co.jp/p/login>

Article 9

Use of shopping vouchers

The issuance of shopping vouchers was terminated on September 30, 2024.

Shopping vouchers may be used until the expiration date written on them.

1. Shopping vouchers worth 1,000 yen each can be used to make purchases in store; provided, however, that shopping vouchers may not be used at excluded stores, etc. as defined in Paragraph 1 of Article 6 (provided, however, that use in off-premises sales is allowed) and for purchases made with cash-on-delivery payment, via telesales or on Wako Official Online Boutique or Grand Seiko Boutique Online. Even at the eligible stores defined in Article 7, 1, (1), (i), shopping vouchers may not be used on the items designated by us.

2. The expiration date of a shopping voucher shall be the end of the month which is one year after the date of issue.

3. When you use a shopping voucher, no change will be given in cash. You are recommended to use more than the face value of the shopping voucher.

4. Shopping vouchers cannot be swapped for cash or a gift card.

5. We accept no responsibility or liability for the theft or loss of or damage to a shopping voucher.

Article 10

Changes to notified matters


You can make changes to your registered address, telephone number, email address or other personal

data using the following methods.

1. If you have registered with the Online Boutique and linked your Online Boutique account to your WAKO Members Card or WAKO CARD, use My Page to make the changes.
2. If you have not registered with the Online Boutique and you wish to change any of the items not written in My Page on the Online Boutique, contact a WAKO CARD Counter and share your membership number with them. Failure to notify us of any changes may prevent you from being granted points or receiving other rewards.

My Page on WAKO's Official Online Boutique

<https://www.wako.co.jp/p/login>

Article 11 

Loss, theft and reissuance of WAKO CARD


1. If your WAKO CARD has been lost, you will be required to register for a WAKO Members Card using LINE.
2. If your WAKO CARD has been stolen, a new WAKO Members Card may be issued to you via LINE if you wish. In this situation, the points you held on the lost or stolen card cannot be transferred to the new card.
3. We will not accept any liability whatsoever for any damages suffered by you as a result of the loss or theft of your WAKO CARD.

Article 12 

Disqualification

You may have your membership qualification revoked in the following cases. With your disqualification, the points you have accumulated will be rendered null and void and we will not be held liable for any damages you incur in connection with your disqualification.

1. If you made a false statement when signing up for membership.
2. If you have breached any of these Membership Terms and Conditions.
3. If we have deemed you unfit as a member.

Article 13 

Withdrawal

1. If you have registered with the Online Boutique, linked your Online Boutique account to your WAKO CARD and wish to withdraw from the program, use My Page to implement withdrawal procedures.

If you have a WAKO CARD, return it to a WAKO CARD Counter.

2. If you have not registered with the Online Boutique and you wish to withdraw from the program, contact a WAKO CARD Counter. You can withdraw from the program at any time by returning your WAKO CARD.
3. If you withdraw, all your rewards and rights as a member will be revoked at the time of your

withdrawal.

Article 14

Management of Personal Information

We will manage, collect, use and store personal information in accordance with the provisions set out in our Privacy Policy. *For more information about our Privacy Policy, please see the URL below.

https://www.wako.co.jp/f/privacy_policy

Article 15

Other commitments

You warrant that you are not and will not become an antisocial force (including but not limited to a member of an organized crime group, a person related to a corporation related to an organized crime group and a corporate extortionist). If you are actually suspected of being an anti-social force, we may temporarily suspend your WAKO Membership Program and ask you to submit a report on this matter, and you must submit a report to us upon request within a reasonable time frame.

Article 16

Withholding of consent regarding handling of personal information

We may refuse membership or revoke your membership if you fail to register the information that is necessary for your membership application or if you cannot accept the provisions regarding the handling of personal information set out in these Membership Terms and Conditions.

Article 17

Changes to these Membership Terms and Conditions

We may change, revise or abolish without notice the reward system or content of rewards under these Membership Terms and Conditions by issuing an announcement or notice to members by a method we consider appropriate, without obtaining the consent of members. In this case, you may not be able to use any points you have already been awarded.

Article 18

Disclaimer

Unless otherwise specified in these Membership Terms and Conditions, we assume no liability for any damages suffered by Members as a result of these rewards or the provision of personal information pursuant to Article 14 provided that there is no willful misconduct or gross negligence on our part.

Article 19

Contact for Inquiries

For inquiries, requests or other matters you wish to discuss regarding the content of these Membership Terms and Conditions or your registered information, please contact our WAKO CARD Counter.

WAKO CARD Counter

TEL: 03-3562-2111 (main) Reception hours: 11 a.m.-7 p.m.

As of September 2, 2025