

WAKO CARD Membership Terms and Conditions

Article 1 ▶Membership Qualification

A member is defined as an individual customer (hereinafter "Member(s)", "you" or "your") who, upon accepting the Membership Terms and Conditions, has applied to WAKO Co., Ltd. (hereinafter "we", "our" or "us") for WAKO CARD membership, whose membership has been approved by us, 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 CARD

1. Each Member will be issued with/loaned one WAKO CARD. The Member will sign the WAKO CARD in the signature panel on the back and keep the card in a safe place.
2. 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 CARD

When you make purchases with us or are entitled to rewards, you will be asked to present your WAKO CARD in-store or to give your WAKO CARD number in the case of tele-sales.

Article 6 ▶WAKO CARD Use Exclusions

The WAKO CARD cannot be used in the following cases.

1. To purchase or pay for items in the following stores or scenarios (hereinafter "Excluded Stores, etc."): Daimaru Fukuoka Tenjin Store, Matsuzakaya Nagoya Store, WAKO SITE Odakyu Department Store in Shinjyuku, Oris Boutique Ginza, pop-up stores, off-premises sales
2. To make purchases on a charge account
3. To pay accounts receivable
4. To make purchases via online stores or Grand Seiko Boutique Online

Article 7 ▶Member Rewards

1. Point rewards

(1) Granting of points

If you have presented your WAKO CARD 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, Grand Seiko Boutique Ginza, Osaka Store, Sapporo Park Hotel Store, Hotel Okura Niigata Store, Haneda Airport Terminal 1 Store, Haneda Airport Terminal 2 Store, Nagoya Kanko Hotel Store

(ii) Payment methods

Cash, credit card, gift voucher, WAKO Gift Card, WAKO CARD shopping voucher (hereinafter "shopping voucher"), credit note

(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.

- Purchase using a gift voucher, payment for a gift box, a repair or a delivery, periodic subscription-based purchase, mystery bag purchase
- Purchase at a discounted price
- Purchase with cash-on-delivery payment
- Purchase in which the use of a shopping voucher or a credit note or both accounts for 50% or more of the total value of the purchase (including tax)

(2) Calculation of points

(i) We will award points (rounded down to the nearest whole point) calculated at rate of 2% on the amount spent (excluding tax) per item purchased.

(ii) During a three-month period consisting of your birthday month and the one month before and the one month after your birthday month, we will offer double points on instore purchases for one day only on presentation of your birthday coupon.

(iii) We may award other points at our convenience.

(3) Date on which points are awarded

(i) Points will be awarded 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, points may be awarded on the day following the delivery date or thereafter.

(ii) For purchases made on the date you became a member before you first signed up and purchases made on the date of WAKO CARD reissuance, points, if applied for, will be awarded two business days after the card issue date or thereafter.

(4) Expiration date of points

Points will expire on the last day of the month that is 12 months after the last purchase date (the expiry date of all points held will be extended).

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

(i) Swap for shopping voucher

Every 1,000 points can be swapped at the WAKO CARD counter instore for a 1,000 yen shopping voucher which can be used for purchases. Issuing and using a shopping voucher over the telephone, swapping points for online store points and using them in store are not permitted.

(ii) Swap for online store points

Points (a minimum of 1 point) can be swapped for online store points and used to make purchases in the online store with every 100 points equal to 100 yen. Points can be swapped for online store points at the following dedicated website.

[WAKO CARD Points Inquiries/Transfer Website](#)

point.wako.co.jp

You may only transfer points to your own online store points. 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 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) We will send you information about future events and offers.

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 your accumulated points under the preceding paragraph via the following dedicated website, instore or using the WAKO CARD counter.

WAKO CARD Points Inquiries/Transfer Website

point.wako.co.jp

Article 9 ▶Use of shopping vouchers

- 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 Article 6, 1 (provided, however, that use in off-premises sales is allowed) and for purchases made with cash-on-delivery payment or, via telesales, online store, Grand Seiko Boutique Online. Even at the eligible stores defined in Article 7, 1, (1), (i), shopping vouchers may not be used on those 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 of 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

Any changes to your registered address, telephone number or email address can be made at the following dedicated website. Any changes to notified matters other than the foregoing can be made by contacting the WAKO CARD counter together with your WAKO CARD number. Failure to notify us of any changes may prevent you from being granted points or receiving other rewards.

WAKO CARD Points Inquiries/Transfer Website point.wako.co.jp

Article 11 ▶Loss, theft and reissuance of WAKO CARD

- 1 . If your WAKO CARD has been lost, stolen or damaged, you will be required to carry out the procedure for reissuance (incurring a reissuance charge of 500 yen (including tax)).

2. 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. You can withdraw from membership at any time by applying to withdraw and returning your WAKO CARD.
2. 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.

www.wako.co.jp/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 CARD 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 qualification if you fail to register matters necessary for your membership application or if you cannot accept the provisions on 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 rewards content/system 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 Business hours: 11:00 - 19:00

As of April 1, 2023