



ABC TRADE OUTLET MEMBERSHIP POLICY & GUIDE

Version 2020-6-1.0

ABC MEMBERSHIP INTRODUCTION

1. Why we created membership?

Our development and success are inseparable from our supportive and loyal customers. In return, we have introduced ABC Trade Membership system to award our valuable customers, to ensure premium services to those who will continue to support ABC in a long run.

2. Membership Fee

Our membership fee is \$250 annually, if you are unsatisfied with your membership, you may cancel at any time, a full refund will be returned to you.

3. Membership Card

We will issue you an electronic Membership card via email once you have completed your Membership application and payments have been arranged. Your membership starts immediately, so are all related privileges and services.

MEMBERSHIP PRIVILEGE INTRODUCTION

1. Order Process Priority

Member orders are processed and delivered at high priority. Members have priority access when stock becomes limited.

2. Delivery Fee Concession

Member will enjoy Delivery Concession at 20% our standard delivery rates.

3. Free Returns

Members will be able to return goods to ABC for free, where a casual customer will incur 15% return charges of goods.

4. No charges on public holidays

Members have access to orders on public holidays for urgent orders, where a casual customer will incur additional charges.

5. Express orders at no charges

Generally, ABC requires 3 days to process customer orders, any express requirements will incur a 5% Express Fee for casual customers, Members will be able to request express orders at no extra cost.

6. Bonus Rebates

ABC Trade Outlet rewards our members with rebates at the end of a calendar year:

Tier 1: Annual order total of \$20,000+ - \$50,000+, 1% rebate

Tier 2: Annual order of \$50,000+ - \$100,000+, 1.5% rebate

Tier 3: Annual order of \$100,000+ - \$200,000+, 2% rebate

Tier 4: Annual order of \$200,000+ - \$300,000+, 2.5% rebate

Tier 5: Annual order of \$300,000+ and above, 3% rebate

*Promotional & Special pricing orders are EXCLUDED in the order amount.

7. Xmas Party

All members are invited to our Xmas Party.

PRIVACY & TERM

This privacy statement explains our privacy practices for our customers who are ABC Trade Outlet's members.

ABC Trade Outlet's Commitment to Privacy

We respect your right to privacy. We do not sell, rent, share or disclose personal information to third parties without your prior consent, except in the circumstances described in this Privacy Statement. If you do not agree with this Privacy Statement, you should immediately terminate your membership with ABC Trade Outlet; otherwise, it constitutes your express consent to ABC Trade Outlet's collection, use, disclosure and protection of your personal information in the way as described herein. In addition, your ability to make informed choices about the uses of your information is important to us. This privacy statement explains our policy regarding the collection, use, disclosure and protection of personal information. The links below provide detailed information about our privacy practices:

- A. What is Personal Information?
- B. Collection of Personal Information
- C. Use of Personal Information by ABC Trade Outlet
- D. Sharing of Personal Information

1. Order Fulfillment
2. Our Contractors
3. Primary Account Holder
- E. Other Uses and Disclosures
- F. Protection of Personal and Credit Card Information
- G. Choice
- H. Questions or Concerns
- I. Changes to this Statement

A. What is Personal Information?

Personal information is information that identifies an individual or that can be reasonably associated with a specific natural person, such as a name, contact information, Internet (IP) address and information about an individual's purchases and online shopping. Personal information also includes medical information collected through our pharmacies, hearing aid centers and optical centers (as applicable).

B. Collection of Personal Information

We collect the personal information that you provide us, such as when you

- Sign up for or renew your ABC Trade Outlet membership
- Register to use or sign up for news or notifications of specials or other promotions
- Place an order or purchase products or services
- Contact us for any reason; or
- Participate in a survey or promotion

We may automatically collect some information when you visit our website, such as your computer's IP address and operating system, the site from which you linked to us, your site activity, the time and date of your visit, and your purchases. This information may be collected using "cookies" and web beacons (see Online Specifics below). We also receive information from third parties who help us correct our records, prevent fraud, provide other products or services to help optimize your shopping experience, etc. We may combine any of this information with the other personal information we hold of you.

C. Use of Personal Information by ABC Trade Outlet

The personal information we collect is generally used to process your requests or transactions, provide you with high-quality service, inform you of opportunities we believe will be of interest and administer your account, including distribution of our own surveys and publications. For example, we may:

- Alert you about product recalls or safety issue
- Communicate membership opportunities and programs; and
- Provide you with promotional information, such as coupons, offers and product recommendations ("Promotional Information"). If you prefer not to receive Promotional Information from us, we make it easy for you to let us know. You may contact us at any time to decline Promotional Information (see Choice below).

D. Sharing of Personal Information

We share information in these circumstances:

1. Order Fulfillment

We may provide to a third-party information as necessary to fulfill an order you have placed with us. For example, we may provide your address to a shipper, and if you pay by a credit or debit card, your card number and sales transaction information are passed to the card processor and/or issuer (including their service providers such as fraud verification services). However, we give suppliers, and others involved in the distribution chain only the information needed to provide you the products or services you order, and we request them to keep the information confidential and not to use it for other purposes. We are not responsible for any information you provide directly to these parties, and we encourage you to become familiar with their practices before disclosing information directly to them.

2. Our Contractors

We may contract with others to perform services on our behalf. For example, we might retain a company to process credit card payments, ship merchandise, distribute emails, process rebates or analyze data. If any of these service providers need access to your personal information, we require them to use it only to perform the services for us. We also require that they maintain the confidentiality of the information and/or return the information to us when they no longer need it.

3. Primary Account Holder

Each membership account has an individual primary account holder who is authorized to designate and remove add-on members and make other account management decisions. For business membership accounts, we may disclose information that relates to activities occurring under the account to the primary account holder.

E. Other Uses and Disclosures

In addition, we may use or disclose personal information in the good faith belief that we are lawfully authorized to do so, or that doing so is reasonably necessary to protect you, to comply with legal process or authorities, to respond to any claims, or to protect the rights, property or personal safety of ABC Trade Outlet, our employees or the public. Personal information may be disclosed or transferred as part of, or during negotiations of, any merger or sale of company assets or acquisition.

F. Protection of Personal and Credit Card Information

We have physical, administrative and technical security measures in place to protect personal information from loss, misuse or alteration while it is under our control.

G. Choice

We give you choices related to your personal information, and numerous methods to inform us of your decision. Your choice to opt-out will apply to you only.

1. If you do not want to receive Promotional Information (see Use of Personal Information by ABC Trade Outlet), you can: (a) talk to your account manager; (b) email us at membership@abctradeoutlet.com.au
2. If you do not want to receive promotional emails, you can: (a) email us at membership@abctradeoutlet.com.au; (b) click the provided "unsubscribe" link in any email to unsubscribe. If you have more than one email address, you will need to specifically opt-out for each email address.

H. Questions or Concerns

If you have any questions, concerns or complaints about this privacy statement or would like to contact us for any reason, you can do the following:

1. visit us at any branches in Australia
2. Email us at membership@abctradeoutlet.com.au.
3. Talk to your account manager

I. Changes to this Statement

We may change this privacy statement at any time, but will alert you that changes have been made by indicating at the top of the privacy statement the date it was last updated. We encourage you to review our privacy statement to make sure you understand how your personal information will be used. If we make a material change to how we use personal information and the new uses are unrelated to uses we disclose in this statement, we will communicate the changes in advance.

TERMS AND CONDITIONS

BY BEING ABC TRADE OUTLET'S MEMBERS, YOU AGREE TO BE BOUND BY THE TERMS AND ALL APPLICABLE LAW.

ABC Trade Outlet reserves the right to modify these Terms in our sole discretion from time to time. If the Terms are changed, we will post the new terms on website and note the date they were last updated. Any changes or modification will be effective upon posting of the Terms as revised.

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THE LIMITATIONS SET FORTH IN THIS SECTION WILL NOT LIMIT OR EXCLUDE RELATED POLICIES AND TERMS

TERMINATION

Notwithstanding any of the Terms, ABC Trade Outlet reserves the right, without notice and in its sole discretion, to terminate your membership of ABC Trade Outlet if any violation of ABC Trade Outlet Policy terms. Upon termination, these Terms shall still apply.

CONTACT US

If you have any questions or concerns about the Terms, please contact us at :

membership@abctradetoutlet.com.au