

## WESTFIELD PERSONAL STYLING SERVICES VOUCHER TERMS AND CONDITIONS

### IMPORTANT PLEASE READ

**Key Terms** – Purchase or use of the Personal Styling Services voucher constitutes your acceptance of these terms and conditions. Scentre Group may in its complete discretion, refuse to sell Personal Styling Services vouchers to any person at any time for any reason. If you allow another person to use or take possession of your Personal Styling Services voucher, you must inform that person that they will be bound by these terms and conditions. The Personal Styling Services voucher cannot be redeemed for cash, nor can it be used to purchase any another Westfield product or service.

**Details** – Scentre Group requires your contact details and verification of identification for all purchases of Personal Styling Services vouchers with a combined value of \$1,000 or greater, where the Customer pays for the entire transaction in cash. Details may not be required if the total value of more than \$1,000 is made with a credit, charge, debit or EFTPOS card.

**Expiry** – Your Personal Styling Services voucher will expire 12 months from the date of purchase. Unused value at the date of expiry will not be refunded and will become the property of Scentre Group.

**Westfield Stylists** – A list of Westfield Stylists accepting this voucher can be found at [www.westfield.co.nz](http://www.westfield.co.nz)

### TERMS AND CONDITIONS FOR USE OF WESTFIELD (NZ) PERSONAL STYLING SERVICES VOUCHER

1. Use of Personal Styling Services voucher is subject to these terms and conditions. These terms and conditions are available at [www.westfield.co.nz](http://www.westfield.co.nz) and at Customer Service Desks in any participating Westfield Shopping Centre in New Zealand, managed by Scentre (New Zealand) Limited (“Scentre Group”).

2. Purchase or use of the Personal Styling Services voucher constitutes your acceptance of these terms and conditions. If you allow another person to use or take possession of your Personal Styling Services voucher, you must inform that person that they will be bound by these terms and conditions.

3. At the time of your purchase of a Personal Styling Services voucher you must indicate the value of the service you wish to purchase. You are responsible for checking that the value written on the Personal Styling Services voucher is correct at the time of purchase.

### PERSONAL STYLING SERVICES VOUCHER EXPIRY

4. Check the expiry date on your Personal Styling Services voucher as soon as you receive it. This will be 12 months from the date of purchase.

5. You should use all of the value of the Personal Styling Services voucher before the expiry date. No refunds will be provided by Scentre Group for the monetary value on the Personal Styling Services voucher. Unused value will not be refunded and will become the property of Scentre Group.

6. After the Personal Styling Services voucher has expired, it is no longer valid.

### REDEEMING PERSONAL STYLING SERVICES VOUCHERS

7. The Personal Styling Services voucher cannot be redeemed for cash.

8. The bearer of the Personal Styling Services voucher may use the voucher to pay for Personal Styling Services received by any of our Westfield Stylists. A list of stylists and the booking process can be found at [www.westfield.co.nz](http://www.westfield.co.nz)

9. The bearer of the Personal Styling Services voucher is to present the voucher at the beginning or end of the style session as payment for the service. The bearer of the Personal Styling Services voucher must ensure the amount of the voucher is equal to the amount of the Personal Styling Services booked and received.

### LOST, STOLEN OR FAULTY GIFT VOUCHERS

10. Personal Styling Services voucher should be treated like cash. You should hold your Personal Styling Services voucher securely, as any person holding the voucher may be able to use its value to pay for personal styling services received.

11. Scentre Group recommends you keep a secure record of your voucher number (located on the front of the Personal Styling Services voucher) and the date on which your voucher expires and retain the original receipt. For the avoidance of doubt, the “original receipt” is the receipt Westfield Customer Services, Scentre Group provides upon purchase of the Personal Styling Services voucher and is not the EFTPOS terminal receipt.

12. Scentre Group is not liable to replace or reimburse you for any funds on lost or stolen Personal Styling Services vouchers.

13. Personal Styling Services vouchers will be void and will not be redeemable if they are defaced, mutilated, altered or tampered with in any way. Scentre Group may subject Personal Styling Services vouchers to verification and security checks in its absolute discretion.

14. Scentre Group is not liable for the availability, quality or fitness for purpose of any services purchased with the Personal Styling Services voucher. If you have a dispute about the services, contact the Marketing Manager at the Westfield centre where your Personal Styling Services voucher was redeemed.

#### **PAYMENT**

15. Payment can be made by any credit, charge, debit card or other payment type Westfield may decide to accept from time to time (in its complete discretion). Scentre Group reserves the right to charge an additional surcharge, imposed by card companies and banks, onto you.

When paying by credit, charge or debit card you authorise Scentre Group to debit the Order Total from your nominated credit, charge or debit card. If your nominated credit, charge or debit card is declined by your financial institution, Westfield will not be able to guarantee the processing of the Order.

Scentre Group may decide at any time not to accept payment from you for any reason. If Scentre Group declines to accept payment, Scentre Group will not process the purchase of the Personal Styling Services voucher.

#### **COMPLAINTS**

16. If you are not satisfied with the Personal Styling Service provided by the Westfield stylist, you should advise the Marketing Manager from the Westfield centre where your Personal Styling Service was conducted.

If your complaint is not resolved at the first point of contact, it will be referred to Scentre Group's internal dispute resolution process. We try to respond to your dispute within 14 business days. If our internal process does not resolve your complaint, Scentre Group may subscribe to an external dispute resolution program, determined at Scentre Group's sole discretion.

17. Scentre Group reserves the right to cancel any Personal Styling Services voucher, or the Personal Styling Services voucher scheme, for any reason at any time without notice. In these circumstances Scentre Group may either provide a refund or a replacement Personal Styling Services voucher of equivalent value unless it reasonably suspects fraud in relation to a Personal Styling Services voucher.

#### **OWNERSHIP OF THE PERSONAL STYLING SERVICES VOUCHER**

18. The Personal Styling Services voucher remains the property of Scentre Group and must be surrendered at the conclusion of the Personal Styling Service. The Personal Styling Services voucher may not be copied or reproduced in any circumstances.

19. You cannot sell your Personal Styling Services voucher or assign any of your rights or obligations under these terms and conditions. Scentre Group may assign any of its rights and obligations under these terms and conditions to any other person or business, subject to such party assuming Scentre Group's obligations under these terms and conditions.

#### **PERSONAL INFORMATION**

20. In accordance with the provisions of the Privacy Act 1993, Scentre Group may collect personal information from you. Scentre Group may use any of your details gained from the purchasing process. Details of Scentre Group's privacy policy, including how Scentre Group may treat your personal information, can be found at [www.westfield.co.nz](http://www.westfield.co.nz) or a copy can be obtained at a Westfield Customer Service desk.

#### **WESTFIELD PERSONAL STYLING SERVICES VOUCHERS PURCHASED AT WESTFIELD NZ SHOPPING CENTRES**

21. Personal Styling Services vouchers can only be purchased from Westfield NZ Shopping Centres at the Customer Services Desk.

#### **CHANGES IN THE CONDITIONS**

22. Scentre Group may vary these terms and conditions from time to time (including the introduction of new fees) by publishing a notice relating to the amendment at least 30 days before the amendment takes effect and displaying notice of the change at each place that Personal Styling Services vouchers are sold. A copy of the latest version of these terms and conditions is available from [www.westfield.co.nz](http://www.westfield.co.nz) or Westfield Customer Service Desks.

#### **CONSUMER GUARANTEES ACT**

23. Nothing in these terms and conditions is intended to exclude, restrict or modify your rights under the Consumer Guarantees Act 1993.

#### **LIABILITY**

24. To the extent permitted by law, Scentre Group will not be liable to you for breach of these terms and conditions or any consequential loss or damage, including but not limited to, any liability in connection with any services purchased by the redemption of your Personal Styling Services voucher.