

# Aeroplan Activities & Merchandise Rewards

The following are terms and conditions applicable to the redemption of any activities, merchandise or gift cards rewards ("Rewards").

## DELIVERY

- Please allow for up to three (3) to five (5) weeks for the delivery of merchandise rewards and two (2) to four (4) weeks for gift card rewards.
- Merchandise rewards can only be shipped in Canada to a civic address (not to a P.O. Box).
- Unless otherwise specified on the gift card description, gift cards rewards may be shipped to Canada and U.S. to either a P.O. Box or civic address.
- If your shopping cart has a mix of merchandise and gift card rewards you will not be able to ship to the U.S. or to a P.O. Box address in Canada.
- All shipping and delivery is provided by Aeroplan's service providers.
- Oversized items being shipped to remote areas may be subject to additional shipping costs. You will be contacted by an Aeroplan Reward Center agent should such additional charges apply.
- Transactions with multiple items may be delivered separately.
- You will be required to provide a valid email address and daytime telephone number in order to complete your redemption.
- You will receive a confirmation number once you complete your transaction on aeroplan.com. Please retain a print out of your confirmation number for your records.
- Once your Reward has been shipped, you will receive an e-mail from Aeroplan.
- Log-in to [aeroplan.com/myrewards](https://aeroplan.com/myrewards), click on Order History and you will be able to track the delivery of your Reward using the specified waybill number on the website of the specified courier company.
- Once you receive your Reward, please keep the packing slip as proof of purchase for your records and warranty claims. Aeroplan does not service warranty issues; all claims must be addressed directly with product manufacturer.
- You may have your Reward delivered to someone else according to the delivery terms set out in this section.

However, your e-mail address and day-time telephone number are required.

- Rewards can only be redeemed through [aeroplan.com](http://aeroplan.com).
- Rewards that have not been received must be reported to the Aeroplan Rewards Center at 1-800-361-5373 within six (6) months of their original order date, otherwise, the member may risk forfeiting the Reward and Aeroplan miles used to redeem for the Reward.
- Aeroplan Rewards that have not been received must be reported to Aeroplan within six months of their original order date. Otherwise, the member may risk forfeiting the reward.

## RETURN POLICY

- No cancellations, exchanges, refunds or returns will be accepted for Rewards once redeemed.
- In the event that the merchandise reward arrives damaged, please contact the Aeroplan Rewards Center at 1-800-361-5373 immediately. Items that are damaged will be replaced without charge if reported within two (2) business days of receipt (one (1) business day in the case of a food item). You will receive a Return Authorization Number. Each returned item must be in the original manufacturer's packaging and accompanied by a copy of the original pick ticket. Item defects that have been identified after initial use will not be accepted for return and should be handled according to the applicable manufacturer's warranty.
- Once the Return Authorization Number has been issued, you have fifteen (15) business days to return the item in question. Returns will not be accepted after the fifteen (15) business day term regardless of previous return authorizations

## CUSTOMER SUPPORT

Please contact the Aeroplan Rewards Center at 1-800-361-5373 for any questions on your Rewards order(s) regarding:

- Shipment status of Rewards or you can also go to [aeroplan.com/myrewards](http://aeroplan.com/myrewards), click on Order History and you will be able to track the delivery of your Reward.
- Defective or damaged items.
- Lost delivery.

## DISCLAIMER

- All Rewards as seen on [aeroplan.com](http://aeroplan.com) are subject to change and may be removed, replaced and/or reinstated (or re-enabled) on [aeroplan.com](http://aeroplan.com) without any notice.
- Model numbers for merchandise rewards are subject to change without notice, based on availability, back orders and/or substitutes.
- Miles associated to the redemption of a Reward are subject to change without any notice. This may apply to vendor price updates and/or dated promotions. For greater clarity, Miles redeemed for any Rewards on [aeroplan.com](http://aeroplan.com) on the order date must be respected; any mileage update or change made after the order date will not be compensated. This applies to any promotions that Aeroplan lists on [aeroplan.com](http://aeroplan.com), back orders, substitutes, or lost orders due to technical issues on the [aeroplan.com](http://aeroplan.com) website.

- Manufacturer's warranties apply. Aeroplan does not make any representations or warranties, expressed or implied, including, but not limited to, the implied warranties of conditions of merchantable quality and fitness for a particular purpose.
- Aeroplan Rewards are subject to other Aeroplan program terms and conditions available at [aeroplan.com](http://aeroplan.com).
- Rewards are VOID if altered and may not be redeemed for cash.
- Rewards are subject to vendor's policies and availability.
- Taxes are included in the cost of all Rewards. Any additional costs for products and services outside of those specified for the Rewards must be paid for by the Aeroplan member.
- By accepting these terms and conditions, you acknowledge and agree that Aeroplan, its affiliates, vendors, service providers, and their respective servants, agents and employees (collectively referred to as "the Company") are not liable for any injuries, death or damages suffered by or incurred upon you and/or any other person, including (as applicable) and whether due or not to the negligence of the Company. Also, you release and discharge the Company from all manner of actions, causes of action, suits, demands, damages and all other claims whatsoever which may arise in any way from such Rewards.

## PRIVACY

For the purpose of completing your orders, it is required that Aeroplan exchanges certain personal information, such as delivery address, e-mail address, and telephone number, with third party providers such as delivery companies. The use of your personal information is protected by and subject to the privacy policy of Aeroplan, which can be found at [aeroplan.com](http://aeroplan.com).