



MANGO Rewards Club Terms & Conditions

1. Overview of the MANGO Rewards Club

The MANGO Rewards Club, managed by Spanish Fashion Limited, rewards customers with redeemable points for purchases made at MANGO stores in Kenya. Membership is free and open to individuals aged 18 and above.

2. Membership & Registration

To join, customers must provide their name, phone number, and email address. Optionally, customers may also provide date of birth and place of residence to enhance personalization.

By registering, members consent to receive marketing communications regarding MANGO's products, services, and promotions. Members may opt out of marketing messages at any time via the provided opt-out options.

3. Earning Points

- Points are awarded for every qualifying purchase with any in-store MANGO purchase in Kenya.
- Members must provide their registered phone number at checkout to earn points.
- Points are calculated at a rate of 5% of the total purchase amount (KES 1 per KES 20 spent).
- Exclusions: Gift card purchases and store credits may not earn points.
- Point Adjustments: Returns or cancellations will result in the reversal of earned points.

4. Points Redemption

- Each loyalty point is equivalent to KES 1.
- Points can only be redeemed in increments of KES 2,500, with a maximum redemption of KES 10,000 per transaction.
- Restrictions: Points cannot be:
 - Exchanged for cash.
 - Transferred to another person or account.
 - Used in combination with certain promotions, unless otherwise stated.
- Expiration: Points expire after 12 months of inactivity (no purchases or redemptions).

5. Account Management & Cancellation

- Members can update their details in-store or by contacting our customer service team at info@mangokenya.com
- To cancel membership, members may send an email request to info@mangokenya.com. Upon cancellation, all unused points will be forfeited.

6. General Terms

Spanish Fashion Limited reserves the right to:

- Refuse membership enrollment or participation.
- Modify, suspend, or terminate the program with prior notice.
- Deregister members found to be involved in fraud, misuse, or illegal activities.

In the event of technical errors or disputes, Spanish Fashion Limited's decision will be final.

7. Data Privacy & Handling

Member data will be kept confidential and used only for program administration, personalization, and marketing (if consented to).

Spanish Fashion Limited complies with Kenyan Data Protection Laws, ensuring:

- Right to access and correct personal data.
- Right to opt out of marketing messages without affecting membership.
- Protection from unauthorized sharing of personal data.

8. Changes to Terms & Conditions

Spanish Fashion Limited reserves the right to amend or modify these Terms & Conditions at any time, at its sole discretion. Any changes will be communicated in-store.