

Loyalty Program terms and conditions

Version 1 · Published 09 September 2026

Introduction

1.1 These Terms and Conditions govern the Paramount Liquor Evolution Rewards program (Program). The Program is operated by Marlau Nominees Pty Ltd (ABN 18 056 365 327) and Tambavale (Qld) Pty Ltd (ABN 90 109 550 218), together, trading as Paramount Liquor (Paramount Liquor, we, us or our).

1.2 By participating in the Program, a Member agrees to be bound by these Terms and Conditions and the Privacy Policy.

1.3 The current version of these Terms and Conditions is published at paramountliquor.com.au. We may change these Terms and Conditions or the Program in accordance with clause 4.

2. Key Terms

2.1 In these Terms and Conditions:

Term	Meaning
Accepted Payment Card	a debit or credit card accepted by Paramount Liquor for payment, including as listed at paramountliquor.com.au from time to time.
Accrual Date	the date on which the goods or services giving rise to Points or Status Credits were supplied.
ACL	the Australian Consumer Law in Schedule 2 to the Competition and Consumer Act 2010 (Cth).
Activity Statement	a record of Points and Status Credit transactions in a Membership Account.
Annual Expiry Date	30 June in each year, commencing 30 June 2026.
Assessment Date	a date on which we assess a Member's Tier under clause 7.
Base Rate	the standard number of Points earned on an Eligible Purchase, as published at paramountliquor.com.au or advised from time to time.
Benefit	

	any facility, discount, service or arrangement made available under the Program, including the right to earn or redeem Points.
Business Day	a day other than a Saturday, Sunday or public holiday in Melbourne, Victoria.
Earning Activity	a transaction or event that results in Points being credited to a Membership Account, excluding administrative credits, corrections, adjustments or reinstatements.
Eligible Purchase	a purchase by a Member that qualifies for Points or Status Credits at the rate published at paramountliquor.com.au at the time of purchase.
Insolvency Event	in respect of a person, the person is or is taken to be insolvent, is wound up, has an external administrator, controller or receiver appointed, enters into a compromise or arrangement with creditors, or is deregistered.
Liquor Licence	a licence, permit or authority under State or Territory liquor licensing law that permits the holder to purchase or sell liquor.
Member	an eligible business customer of Paramount Liquor that is enrolled in the Program. Individuals may only be Members in their capacity as sole proprietors of an eligible business.
Membership Account	the record of a Member's participation in the Program, accessible at paramountliquor.com.au.
Partner	a third party with which Paramount Liquor has an arrangement under which Members may earn or redeem Points.
Points	Evolution Rewards Points awarded under the Program.
Privacy Policy	the Paramount Liquor privacy policy published at paramountliquor.com.au, as amended from time to time.
Reward	a product, service, voucher, gift card or other benefit nominated by Paramount Liquor as available by redeeming Points.
Rewards Store	the online service through which Members may redeem Points for Rewards.
	the six consecutive calendar months ending on an Assessment Date.

Rolling Assessment Period	
Status Bonus	additional Points awarded to Silver, Gold or Platinum Members at the rate published at paramountliquor.com.au or advised from time to time.
Status Credit	a credit awarded for an Eligible Purchase and used to determine a Member's Tier.
Tier	Bronze, Silver, Gold or Platinum membership status, as determined under clause 7.

2.2 In these Terms and Conditions, headings are for convenience only, “including” is not a word of limitation, a reference to dollars is to Australian dollars and, unless stated otherwise, amounts are inclusive of GST, and a reference to time is to Melbourne, Victoria time.

3. Eligibility and Membership

3.1 Membership is open only to business customers of Paramount Liquor that hold a current Liquor Licence and are not, in Paramount Liquor's reasonable opinion, in breach of these Terms and Conditions or any other agreement with Paramount Liquor.

3.2A A business that satisfies clause 3.1 is automatically enrolled when it becomes a Paramount Liquor customer. Membership is offered at Paramount Liquor's discretion and may be declined or withdrawn on reasonable grounds by Notice to the relevant business.

3.3A Member must promptly notify Paramount Liquor of any change to its legal name, trading name, trading address, billing details, contact details, Liquor Licence or other registered details. Paramount Liquor is not responsible for loss arising from incorrect or outdated information supplied by a Member.

3.4A Member may cancel its Membership at any time by written notice to Paramount Liquor. On cancellation, all unredeemed Points in that Membership Account are cancelled immediately. A Member should redeem any Points it wishes to use before cancelling its Membership.

4. Changes, Suspension and Termination of the Program

4.1 Paramount Liquor may change these Terms and Conditions or any aspect of the Program, including earn rates, redemption rates, Eligible Purchases, Rewards, Benefits, Tier requirements, fees, expiry rules and Partner arrangements.

4.2 Paramount Liquor will publish amended Terms and Conditions at paramountliquor.com.au. If a change will have more than a minor detrimental impact on

Members, Paramount Liquor will give at least 30 days' prior Notice, unless the change is required sooner by law, regulatory direction, fraud prevention, security, correction of a system or data error, or the genuine operational integrity of the Program.

4.3A change with more than a minor detrimental impact applies prospectively only to Points, Status Credits, transactions, Rewards and Benefits accrued or arising on or after the date the change takes effect, except to the extent the change is required by law, regulatory direction, fraud prevention, security, correction of a system or data error, or the genuine operational integrity of the Program.

4.4Paramount Liquor gives no warranty that the Program will continue indefinitely. Paramount Liquor may suspend or terminate the Program on at least 60 days' prior Notice. During that Notice period, Members may redeem Points in accordance with these Terms and Conditions.

4.5Paramount Liquor may suspend or terminate the Program immediately if Paramount Liquor ceases to carry on business, suffers an Insolvency Event, is legally unable to continue the Program, or a material system, platform, Partner or supplier arrangement required for the Program is no longer available and Paramount Liquor cannot reasonably obtain an alternative.

4.6If a Reward ceases to be available after a Member has redeemed Points for that Reward, Paramount Liquor will, at the Member's option, either refund the Points redeemed or provide an alternative Reward of equal value, unless the issue arose from the Member's breach, fraud or misuse.

5. Earning Points and Status Credits

5.1To earn Points or Status Credits, a Member must order through paramountliquor.com.au. Points and Status Credits are only earned on Eligible Purchases and eligible transactions occurring after the Member's joining date.

5.2Points and Status Credits are credited to the Membership Account of the Member that made the relevant Eligible Purchase or entered into the relevant transaction, unless Paramount Liquor expressly agrees otherwise.

5.3Points and Status Credits are not earned on products or services that are cancelled, refunded or returned. Paramount Liquor may reverse or deduct any Points or Status Credits awarded for those products or services.

5.4Points and Status Credits are not earned on:

- orders placed through the Paramount Liquor Customer Experience team or a Customer Solutions Manager;
- free or sample products;
- charge-throughs;
- purchases excluded under a separate agreement between Paramount Liquor and the Member or the group of which the Member forms part; or

- any other purchase category published by Paramount Liquor as excluded before the relevant transaction.

5.5A Status Bonus is applied for Silver, Gold and Platinum Members at the rate published at paramountliquor.com.au for eligible purchases to which the Status Bonus applies. The applicable Tier is the Tier in force at the time of the relevant purchase.

5.6A Member must regularly review its Activity Statement and notify Paramount Liquor of any omission, incorrect entry or discrepancy for a Paramount Liquor Eligible Purchase within 12 months of the Accrual Date. For Partner transactions, the Member must notify Paramount Liquor or the relevant Partner within 6 months of the relevant date, or any shorter period specified by the Partner.

5.7 Paramount Liquor may reverse or cancel any Points or Status Credits credited incorrectly, in error, by system failure, by fraud or misuse, or otherwise not in accordance with these Terms and Conditions.

6. Nature and Expiry of Points

6.1 Points are promotional benefits only. They are not money, stored value, credit, a gift card, a security, property of the Member or held on trust by Paramount Liquor. Points cannot be sold, transferred, assigned, converted to cash or redeemed except in accordance with these Terms and Conditions.

6.2 Points expire by reference to the Member's Tier at the Accrual Date, as shown below. The Tier at the Accrual Date is fixed for the life of those Points; later Tier changes do not alter their expiry treatment. Points awarded as a Level-Up Bonus, and any other Points expressly designated by Paramount Liquor as non-expiring at the time of award, do not expire by time, but remain subject to the inactivity rule in clause 6.4.

Tier or Point type at Accrual Date	Time-based expiry	Inactivity expiry
Platinum	No time-based expiry	All Points expire on the next 30 June after 24 months with no Earning Activity
Gold	24 months after Accrual Date	Same inactivity rule
Silver	24 months after Accrual Date	Same inactivity rule
Bronze	12 months after Accrual Date	Same inactivity rule
		Same inactivity rule

Level-Up Bonus or Points expressly designated as non-expiring	No time-based expiry	
---	----------------------	--

6.3If Points would otherwise expire on a date other than 30 June, those Points expire on the first Annual Expiry Date occurring on or after that date.

6.4If a Membership Account has no Earning Activity for 6 consecutive calendar months, all Points in that account expire on the next Annual Expiry Date, including Platinum Points and non-expiring bonus Points.

6.5Paramount Liquor will give affected Members written Notice of proposed Points expiry at least 30 days before the relevant Annual Expiry Date, stating the expected number of Points due to expire, the Annual Expiry Date and any steps the Member may take to redeem the Points before expiry. The primary Notice obligation is conditional on the Member having provided and kept current accurate contact details.

6.6Paramount Liquor will use reasonable endeavours to send a reminder at least 7 days before the relevant Annual Expiry Date but is not liable for failure or delay caused by matters beyond its reasonable control. No Notice is required where no Points are scheduled to expire. Any expiry figure in a Notice is indicative only; the binding figure is the number of Points that expire under these Terms and Conditions on the relevant Annual Expiry Date.

6.7Expired Points cannot be re-credited or reinstated, except where expiry resulted from Paramount Liquor's manifest administrative error and the Member notifies Paramount Liquor within 3 months after the expiry date.

7. Tiers, Status Credits and Assessment

7.1The Program has four Tiers: Bronze, Silver, Gold and Platinum. Bronze is the entry Tier. A Member may move up, move down or remain unchanged at each Assessment Date. A Tier does not change between Assessment Dates.

7.2Status Credits are earned on Eligible Purchases at the rate published at paramountliquor.com.au (or advised from time to time) and notified at the time of purchase. Status Credits are not earned on the excluded categories listed in clause 5.4.

7.3A Status Credit expires 6 months after the date of the Eligible Purchase for which it was awarded. Expiry of a Status Credit between Assessment Dates does not, by itself, change the Member's Tier.

7.4The minimum Status Credits required to attain or retain each Tier are published at paramountliquor.com.au (or are advised from time to time) and may be changed under clause 4.

7.5For Members as at the 29 May 2026, the first Assessment Date is 30 July 2026. For Members who join on or after 29 May 2026, the first Assessment Date is 6 months after the join date. After the first Assessment Date, assessment occurs every 3 months.

7.6At each Assessment Date, a Member's Tier is determined by reference to the Status Credits credited to, and not expired from, the Membership Account during the Rolling Assessment Period ending on that Assessment Date.

7.7Paramount Liquor will give written Notice of any Tier movement within 14 days after the relevant Assessment Date.

7.8Paramount Liquor may, acting reasonably, set or vary an Assessment Date for a particular Member where appropriate, including to correct a data, system or operational error. Paramount Liquor will give Notice of any variation.

7.9A Level-Up Bonus may be awarded where a Member's Tier increases at an Assessment Date. If a Member moves up more than one Tier at a single Assessment Date, the Member receives only the Level-Up Bonus for the highest Tier achieved. A Member may receive no more than one Level-Up Bonus in any rolling 12-month period. Level-Up Bonus amounts are published at paramountliquor.com.au and may be changed under clause 4.

7.10Paramount Liquor may offer additional Tier-based benefits from time to time. Details and any additional conditions are published at paramountliquor.com.au.

8. Redeeming Points for Rewards

8.1Rewards are subject to availability, capacity controls, supplier terms, redemption terms and any additional terms displayed at the time of redemption.

8.2The number of Points required for a Reward is determined by Paramount Liquor and may change before redemption without prior Notice. Paramount Liquor does not warrant or represent the underlying value of any Reward, other than the face value of a voucher or gift card denominated in dollars.

8.3A Member must have enough Points in its Membership Account when a redemption is processed and must pay any additional amount specified at the time of redemption, including freight, tax, fee or charge. Any monetary payment must be made using an Accepted Payment Card.

8.4Any credit or refund relating to a Reward will be made in Points to the extent the Member used Points for that Reward.

8.5Paramount Liquor may, before redemption and without prior Notice, withdraw, limit, modify, cancel, increase or decrease any Reward, offer terms or Reward quantity. This does not affect a Reward already redeemed, which is dealt with under clause 4.6.

8.6Where a Reward is a voucher, gift card or other instrument issued by Paramount Liquor or a third party supplier, it is subject to the issuer's terms, displayed expiry date and supplier conditions. To the extent the gift card laws under the ACL apply and cannot be excluded, they prevail. To the extent a voucher or gift card is supplied as part of the Program and is exempt from the 3-year minimum expiry rule, the displayed expiry date applies.

8.7 Members are responsible for any income tax, fringe benefits tax, GST or other tax consequences arising from participation in the Program or receipt of Rewards or Benefits. Paramount Liquor recommends that Members obtain their own tax advice.

8.8 Any competition, trade promotion or promotional offer run in connection with the Program is subject to separate terms published by Paramount Liquor at the time of the relevant competition, trade promotion or offer. Those terms apply in addition to these Terms and Conditions and prevail to the extent of any inconsistency for that competition, trade promotion or offer.

9. Account Access, Authority and Member Conduct

9.1 Paramount Liquor may, but is not required to, issue a membership card or membership number. Any card remains the property of Paramount Liquor, must be returned on request and is not a payment instrument.

9.2A Member must keep secure, and ensure its officers, employees, contractors and agents keep secure, all login credentials, passwords, cards, membership numbers and other means of access to its Membership Account. The Member must promptly remove access for any person who ceases to be authorised.

9.3A Member must notify Paramount Liquor as soon as reasonably practicable of any loss, theft, compromise or unauthorised use of its Membership Account, login credentials, password, card or membership number. The Member remains liable for all use of its Membership Account until Paramount Liquor is notified.

9.4A Member must ensure that only authorised representatives access, manage or redeem Points on its behalf. The Member warrants that each redemption is authorised by the Member and is for the benefit of the Member's business, unless the Member has expressly authorised another use.

9.5A Member must not, and must ensure that its officers, employees, contractors and agents do not, use the Program in a way that breaches any applicable law, liquor licensing requirement, responsible service obligation, procurement policy, gifts and benefits policy, conflict of interest policy, anti-bribery policy or other internal approval requirement of the Member.

9.6A Member must not, and must ensure that its officers, employees, contractors and agents do not:

- (a) engage in illegal, fraudulent, misleading, deceptive, abusive or improper conduct in connection with the Program;
- (b) sell, assign, transfer or acquire Points, Rewards or Benefits, except as permitted by these Terms and Conditions;
- (c) access or attempt to access any account or part of the Program without authorisation;

- (d) use automated systems, scripts, bots or scraping tools to access, monitor, copy or interfere with the Program;
- (e) manipulate or attempt to manipulate Points, Status Credits, Tier assessments or any Program feature, including by exploiting an error or unintended functionality;
- (f) structure transactions for the principal purpose of earning Points or Status Credits without genuine commercial purpose; or
- (g) act in a hostile, abusive or aggressive manner towards any Paramount Liquor employee, contractor or agent.

9.7 Paramount Liquor may suspend or refuse a redemption if it reasonably suspects fraud, misuse, bribery, corruption, a secret commission, an undisclosed conflict of interest or other improper conduct. Paramount Liquor will give Notice of the suspension or refusal and the reason for it, and will reinstate the redemption, provide an equivalent Reward or refund the Points where reasonably satisfied that no such conduct was involved.

10. Suspension, Termination and Transfers of Membership

10.1 If a Member commits a material breach of these Terms and Conditions, fails to pay any amount due to Paramount Liquor by the due date, or acts in a way that may compromise the security, integrity or lawful operation of the Program, Paramount Liquor may, where reasonable having regard to the nature and seriousness of the matter:

- (a) suspend or terminate the Membership or access to the Membership Account;
- (b) reverse or cancel all or part of the Member's Points or Status Credits; or
- (c) cancel or refuse to honour a Reward or Benefit redeemed by or provided to the Member.

10.2 Except where immediate action is reasonably necessary to prevent fraud, misuse, security risk, unlawful conduct or Program integrity risk, Paramount Liquor will give the Member Notice of the proposed action and the reason for it. The Member will have 14 days to respond, including by rectifying the breach where possible.

10.3 A Membership terminates automatically on the earliest of:

- (a) sale, closure or transfer of the Member's business;
- (b) closure of the Member's account with Paramount Liquor;
- (c) an Insolvency Event affecting the Member;
- (d) revocation, suspension or expiry without renewal of the Member's Liquor Licence; or
- (e) the Member ceasing to be a customer of Paramount Liquor for more than 24 consecutive months.

10.4 All Points accrued but not redeemed at the time of termination are cancelled with effect from the date of termination.

10.5 Points are not transferable, except between entities under common ownership with Paramount Liquor's prior written consent.

11. Activity Statements, Errors and Complaints

11.1A Member may view its Activity Statement by logging in to its Membership Account at paramountliquor.com.au or by contacting Paramount Liquor Customer Experience at atcheers@paramountliquor.com.au.

11.2 Paramount Liquor may investigate, correct, reverse or adjust any Activity Statement entry, Points balance, Status Credit balance, Tier assessment or redemption where it reasonably considers there has been an error, fraud, misuse or breach of these Terms and Conditions.

11.3A Member with a complaint about the Program may contact Paramount Liquor Customer Experience at atcheers@paramountliquor.com.au or write to Paramount Liquor Customer Experience, 54 Hunter Road, Derrimut VIC 3030. Paramount Liquor will use reasonable endeavours to acknowledge a complaint within 5 Business Days and resolve it within 30 days, although complex matters may take longer.

11.4 Nothing in this clause limits a Member's ability to raise a complaint with an external regulator, including the ACCC, OAIC or ACMA.

12. Privacy, Operational Communications and Marketing

12.1 Paramount Liquor handles personal information in connection with the Program in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and the Privacy Policy. If the Privacy Policy and this clause are inconsistent, the Privacy Policy prevails on matters of detail and this clause prevails on express consents given under these Terms and Conditions.

12.2 Paramount Liquor may collect personal information about the Member and individuals associated with the Member, including directors, officers, employees, contractors and authorised representatives, from the Member, related bodies corporate, Partners, service providers and publicly available sources.

12.3 Paramount Liquor may collect, use and disclose that information to operate the Program, verify eligibility, award and track Points and Status Credits, process redemptions, communicate with Members, detect and prevent fraud, manage complaints, improve services, conduct market and behavioural research, generate customer insights, comply with law and undertake direct marketing where permitted by law.

12.4 Paramount Liquor may disclose personal information to related bodies corporate, Partners, IT and cloud providers, payment processors, customer experience providers, marketing service providers, market research providers, fraud prevention providers, professional advisers, regulators, courts and law enforcement agencies. Some recipients may be located outside Australia, as described in the Privacy Policy.

12.5 If a Member or its personnel do not provide information reasonably requested for the Program, Paramount Liquor may be unable to provide some or all Benefits.

12.6 Paramount Liquor may send operational communications about the Program, including communications about Points, expiry, Tier status, redemptions, account security, complaints and changes to these Terms and Conditions. Operational communications are necessary for the Program and are not direct marketing. A Member cannot opt out of operational communications while remaining a Member.

12.7 Paramount Liquor may send direct marketing communications where it has consent or is otherwise permitted by law, including news, offers and updates about the Program, Paramount Liquor's goods and services, Partner offers promoted by Paramount Liquor, targeted offers, competitions, events and promotions. By participating in the Program, the Member consents to receiving direct marketing from Paramount Liquor by email, SMS, in-app notification, post, telephone and other means.

12.8 Each commercial electronic message sent by Paramount Liquor will identify the sender, include current contact details and contain a functional unsubscribe facility where required by the Spam Act. Paramount Liquor will action unsubscribe requests within the period required by law and, in any event, within 5 Business Days.

12.9 A Member may opt out of direct marketing at any time by using the unsubscribe function, replying STOP to SMS where specified, asking to be removed during a marketing call, or contacting Paramount Liquor Customer Experience. Opting out does not affect operational communications but may affect the Member's ability to receive promotional offers or marketing-based Benefits.

12.10 A Member, or the individual to whom personal information relates, may request access to or correction of personal information held by Paramount Liquor, or make a privacy complaint, by contacting Paramount Liquor Customer Experience at atcheers@paramountliquor.com.au or writing to Paramount Liquor Customer Experience, 54 Hunter Road, Derrimut VIC 3030.

13. Liability and Consumer Law

13.1 Nothing in these Terms and Conditions excludes, restricts or modifies any guarantee, term, condition, warranty or right that cannot lawfully be excluded, restricted or modified (Non-Excludable Rights).

13.2 Subject to clauses 13.1 and 13.3, and to the maximum extent permitted by law, Paramount Liquor and its related bodies corporate, officers, employees, contractors and agents are not liable for any loss, damage, cost, expense or claim of any kind, including consequential loss, economic loss or loss of profits, arising under or in connection with the Program, except to the extent caused by their negligence or wilful misconduct.

13.3 To the extent permitted by section 64A of the ACL and any equivalent law, Paramount Liquor's liability for breach of a Non-Excludable Right in respect of goods or services not

ordinarily acquired for personal, domestic or household use or consumption is limited, at Paramount Liquor's election, to:

- (a) for goods: replacement, supply of equivalent goods, repair, or payment of the cost of replacement, supply or repair; and
- (b) for services: supplying the services again or paying the cost of having the services supplied again.

14. Notices and General

14.1 Paramount Liquor may give Notice to a Member by email, SMS, in-app or on-platform notification, notice on the Activity Statement, post to the last notified trading address, or publication at paramountliquor.com.au for notices of general application.

14.2 A Notice from Paramount Liquor is deemed received: if sent by email, SMS or in-app notification, on the day of sending or the next Business Day if sent on a non-Business Day; if posted, 3 Business Days after posting; and if published online, on publication.

14.3 Notices to Paramount Liquor must be sent to cheers@paramountliquor.com.au or Paramount Liquor Customer Experience, 54 Hunter Road, Derrimut VIC 3030, and are received when actually received by Paramount Liquor.

14.4 These Terms and Conditions are governed by the laws of Victoria. Each party submits to the non-exclusive jurisdiction of the courts of Victoria and courts hearing appeals from them.

14.5 If any provision is illegal, invalid or unenforceable, it is to be read down to the extent necessary to avoid that result or, if it cannot be read down, severed. The remaining provisions continue in force.

14.6 A failure, delay or relaxation by Paramount Liquor in exercising a right or remedy is not a waiver. A waiver is only effective if given in writing by Paramount Liquor.

14.7 A Member must not assign, novate or transfer its rights or obligations under these Terms and Conditions without Paramount Liquor's prior written consent. Paramount Liquor may assign, novate or transfer its rights or obligations to a related body corporate or to a third party acquiring all or substantially all of Paramount Liquor's business, on Notice to Members.

14.8 Paramount Liquor is not liable for a failure or delay in performing obligations to the extent caused by events beyond its reasonable control, including natural disaster, fire, flood, pandemic, public health order, war, terrorism, civil unrest, strike, lockout, embargo, utility or telecommunications failure, cyber incident, platform outage, or government or regulatory action.

14.9 Paramount Liquor's rights and remedies are cumulative and do not exclude any other rights or remedies available at law or in equity.

14.10 Clauses 6.1, 6.7, 9, 10, 11, 12, 13 and 14, and any clause that by its nature is intended to survive, survive termination or suspension of the Program or Membership.

Schedule 1 - Transitional Provisions

1. Snapshot Tier. Paramount Liquor recorded each existing Member's Tier as at 29 May 2026 (Snapshot Date).

2. Pre-Effective Date Points. For Points accrued before 29 May 2026 and held in a Membership Account on that date, the Tier at the Accrual Date is taken to be the Member's Tier at the Snapshot Date. Accordingly:

- (a) Platinum Points do not expire by time under clause 6.2;
- (b) Gold and Silver Points expire 24 months after their Accrual Date, subject to the Annual Expiry Date rule; and
- (c) Bronze Points expire 12 months after their Accrual Date, subject to the Annual Expiry Date rule.

3. First Annual Expiry Date. The first Annual Expiry Date is 30 June 2026. On that date, pre-Effective Date Points whose 12-month or 24-month period has elapsed will expire in accordance with clause 6 and this Schedule.

4. Enhanced first expiry notice. For the first Annual Expiry Date, Paramount Liquor will display each affected Member's expected expiry balance on the online dashboard at paramountliquor.com.au from at least 30 days before 30 June 2026, publish a transitional FAQ explaining the Snapshot Date rule, and use reasonable endeavours to send an additional reminder through another available contact channel in the 7 days before 30 June 2026.

5. Post-Effective Date Points. Points accrued on or after 29 May 2026 are subject to clause 6 by reference to the Member's Tier at the Accrual Date.

6. Continuing Tier. Each Member's Tier as at 29 May 2026 continues until reassessed on the Member's first Assessment Date under clause 7.

7. Pre-Effective Date bonus Points. Points awarded as a tier progression or maintenance bonus before 29 May 2026 are subject to paragraph 2 of this Schedule, not the Level-Up Bonus rule in clause 6.2.

Frequently Asked Questions

These FAQs are guidance only and do not form part of the binding Terms and Conditions. If there is any inconsistency, the Terms and Conditions prevail.

Q1. When do my Points expire?

It depends on your Tier when you earned the Points. Platinum Points do not expire by age, but all Points expire if your account has no Earning Activity for 24 consecutive months. Gold and Silver Points expire 24 months after they are earned. Bronze Points expire 12 months after they are earned. Points only actually expire on the next 30 June after the calculated expiry date.

Q2. What happens to my existing Points balance on 30 June 2026?

Existing Points are treated as if they were earned at the Tier you held on 29 May 2026. Bronze Points earned more than 12 months earlier will expire. Silver and Gold Points earned more than 24 months earlier will expire. Platinum Points will not expire by age on 30 June 2026, but remain subject to the inactivity rule.

Q3. How is my Tier worked out?

Your Tier is reviewed on your Assessment Date. Existing Members are first assessed on 30 July 2026. New Members are first assessed 6 months after joining. After that, assessment occurs every 3 months based on Status Credits earned and not expired in the previous 6 months.

Q4. Do I get a Level-Up Bonus every time my Tier goes up?

Not necessarily. You can receive only one Level-Up Bonus at an Assessment Date, even if you move up more than one Tier. You can also receive no more than one Level-Up Bonus in any rolling 12-month period.

Q5. Will I be told before Points expire?

Yes. We will give affected Members written Notice at least 30 days before the relevant 30 June expiry date, subject to Members keeping their contact details current. We will also use reasonable endeavours to send a reminder at least 7 days before expiry.

Q6. Can Rewards or the Points needed to redeem them change?

Yes. Rewards and the Points required to redeem them can change before redemption. If you redeem Points for a Reward and it later becomes unavailable, we will offer either a Points refund or an alternative Reward of equal value, unless the issue arose from breach, fraud or misuse.