**FAQ: Loyalty Reward Program for Retail Rewards Inc.**

**General Questions**

**Q1: What is the Retail Rewards Inc. Loyalty Program?** A: The Retail Rewards Inc. Loyalty Program is a special initiative designed to reward our valued customers with points for every purchase they make. These points can be redeemed for discounts, special offers, and exclusive benefits.

**Q2: How do I become a member of the Loyalty Program?** A: Becoming a member is easy! You can sign up online through our website, via our mobile app, or in-store at any of our locations. Simply provide some basic information, and you'll be enrolled in no time.

**Earning Points**

**Q3: How do I earn loyalty points?** A: You earn loyalty points every time you make a purchase. For every dollar spent, you receive points equivalent to 1% of your order value, rounded up to the nearest integer.

**Q4: Are there any purchases that do not earn points?** A: Points are earned on most purchases, but some items like gift cards and certain promotional products may not qualify for points. Check our terms and conditions for more details.

**Q5: Can I earn points on online purchases?** A: Yes, you can earn points on both in-store and online purchases. Just make sure to log in to your loyalty account when shopping online.

**Redeeming Points**

**Q6: How can I check my loyalty points balance?** A: You can check your loyalty points balance through our website, mobile app, or by asking our Generative AI Assistant.

**Q7: How do I redeem my loyalty points?** A: Points can be redeemed at checkout, either online or in-store. Simply select the option to use your points when completing your purchase.

**Q8: What can I redeem my points for?** A: Points can be redeemed for discounts on future purchases, exclusive offers, and special rewards. Check our rewards catalog for a full list of redemption options.

**Membership Details**

**Q9: Do my loyalty points expire?** A: Yes, points will expire if there is no account activity (earning or redeeming points) for 12 months. We will send you a reminder before your points are set to expire.

**Q10: Can I transfer my points to someone else?** A: Loyalty points are non-transferable and can only be used by the account holder.

**Q11: What should I do if I forget my account details?** A: If you forget your login details, you can reset your password through the website or mobile app. If you need further assistance, contact our customer support.

**Troubleshooting**

**Q12: I didn't receive points for a recent purchase. What should I do?** A: If points are missing from your account, please contact our customer support with your purchase details, and we will investigate the issue.

**Q13: My loyalty points balance seems incorrect. Who do I contact?** A: For any discrepancies in your loyalty points balance, reach out to our customer support team for assistance.

**Q14: Can I cancel my loyalty program membership?** A: Yes, you can cancel your membership at any time by contacting customer support. However, please note that once you cancel, any remaining points will be forfeited.

These FAQs should cover most common questions about the Loyalty Reward Program for Retail Rewards Inc. If you have any further questions, please contact our customer support team.