

TERMS & CONDITIONS

“Membresías MONDOU” Rewards Program

Applicability

These terms apply to participation in the “Membresías MONDOU” Rewards Program (the “Program”), operated by MONDOU WORLDWIDE, S.A. DE C.V. (“MONDOU LUXURY SALON”), headquartered at Av. Cto. Frida Kahlo 2222 interior 101, Haciendas de la Sierra, San Pedro Garza García, Nuevo León, CP 66260, Mexico.

1. About the Program

MONDOU LUXURY SALON offers this Rewards Program to thank and reward your loyalty for our products and services. To participate, you must:

- Create an account in the **MONDOU APP** (available on Play Store and App Store).
 - Purchase a membership at any MONDOU branch or reload your electronic wallet (“Mondoulares” balance).
-

2. Account Creation

- Download and install the app on your mobile device.
 - Register using your full name, date of birth, and mobile number—must match your official ID.
 - Your personal data is protected according to our privacy policy, available in-app, online, or in-branch.
 - Once your account is active, you can make purchases or reloads to buy MONDOU products and services at participating locations.
-

3. MondouCoins (Loyalty Points)

- Each purchase you make—whether paid in cash, debit/credit card, or from your wallet—earns MondouCoins by scanning the app’s barcode.
 - Reloading your wallet also grants you proportional MondouCoins.
 - Coins may take up to 24 hours to reflect in your app balance, depending on network and system availability.
 - Coins are *non-transferable* and can only accrue to the registered account holder.
-

4. Wallet Reloads

- You may reload your wallet balance from MXN \$1 upward in any amount, with no upper limit.
 - To reload, visit a branch, present your app's barcode, and pay via cash or card.
 - Reloads are **non-refundable**.
 - Wallet funds are pre-paid credits redeemable for MONDOU goods and services at Mexican branches.
 - Reload & branch locations are listed in-app, on our website, and social media.
-

5. App Access & Functionality

- MONDOU may restrict or reject app or wallet use in cases of unauthorized access, illicit activity, or risk to our interests.
 - Terms & conditions can be updated anytime. By publishing changes in-app or online, they become effective immediately. If you disagree, you must cancel your account.
 - Wallet and coin transaction histories are available in-app, with receipts issued for reload use.
 - For issues or suggestions, contact WhatsApp ☐ 312 183 8146 or email mondousalon@outlook.com (Mon–Fri, 9 AM–5 PM).
-

6. Account Responsibility & Security

- You are responsible for all transactions and app usage under your account.
 - In case of theft or misuse, report it immediately via WhatsApp or email. We will freeze your balance pending review.
 - By accepting terms, you release MONDOU from liability arising from unauthorized or improper use.
-

7. Invoicing

- **Reloads are not invoiced.**
 - You may only request invoices for purchases made *in-branch at the time of transaction*.
 - MONDOU is not responsible for billing errors unless reported **within 2 calendar days**.
 - You must bring proof of purchase for any inquiries within this time frame.
-

8. Membership Levels & Benefits

| Tier | Requirement | Validity | Benefits |
|----------|------------------------|-----------|--|
| Platinum | MXN \$15,000 in wallet | 3 months | 1 Detox treatment, 2 guest giftcards, Relax Room access + aromatherapy massage, unlimited non-alcoholic drinks |
| Gold | MXN \$30,000 in wallet | 6 months | 1 Detox treatment, 3 guest giftcards, Relax Room access + aromatherapy massage, unlimited drinks (alcohol & non-alcohol), snacks, 2 hair flat-irons, invites to events |
| Black | MXN \$50,000 in wallet | 12 months | 1 Detox treatment, 3 guest giftcards, Relax Room access + aromatherapy massage, unlimited drinks (alcohol & non-alcohol), snacks, 5 hair flat-irons, invites to events |

- Guests redeeming benefits may be asked for ID to confirm membership. Alcohol is only served to adults (18+).
 - As a member, you'll receive early notifications of new launches, offers, and events. By attending, you consent to free usage of your images for MANDOU's marketing materials.
-

9. Account Deletion

- You may delete your account via the app.
 - Upon deletion, you lose all rewards and personal data; app functionality and notifications cease.
 - MONDOU may also delete your account in cases of suspected fraud or misuse—any remaining wallet balance is forfeited.
 - For support, contact WhatsApp 312 194 7393, email mondousalon@outlook.com, or visit a branch.
 - Deleting your account voids any pending complaints or claims.
-

10. General Terms

- Joining the program is free, but VIP benefits require membership purchase.
- MondouCoins can only be used within the app; selling or exchanging them is prohibited.
- You must use the app's barcode—it does **not** accept screenshots.
- Coins expire **one year** after registration.
- MONDOU may deactivate inactive accounts (no use for ≥ 2 years) without notice.
- Violating terms may result in immediate account termination.

- These terms do not override existing agreements or terms for other products or services.
 - Travel card refuse alcohol to minors (<18 years old).
 - By registering, you waive the right to receive individual notifications of amendments—it is your responsibility to remain informed. Continued use constitutes acceptance.
-

11. Fraud Prevention

- MONDOU may block or freeze accounts/wallets in case of suspected illicit or unauthorized use.
 - If fraud is confirmed, MONDOU may permanently cancel and retain any balance without liability.
 - MONDOU is not responsible for third-party fraud not caused by the company.
 - If damages arise from illicit activity attributed to you, you must compensate MONDOU for loss or harm, *without prejudice to criminal proceedings*.
-

By participating in the **Membresías MONDOU** Program and using the MONDOU APP, you acknowledge and agree to these Terms & Conditions.