

Snap Printing Air New Zealand Airpoints™ Program



Frequently Asked Questions

Loyal Customers mean a great deal to Snap Printing. As the Airpoints Print Partner of Air New Zealand Airpoints™, we are pleased to reward your loyalty with one Airpoints Dollar™* for every one hundred dollars (\$100.00) you spend at any Snap Printing Centre in New Zealand – minimum spend two hundred dollars (\$200.00) including GST.

From time to time Snap Printing may offer bonus Airpoints during specific marketing promotions. These will be subject to Terms and Conditions at the time of the promotion and cannot be used in conjunction with any other offer.

**You must be a Member of Airpoints to earn and redeem Airpoints Dollars. Membership and Airpoints Dollars are subject to the Terms and Conditions of Airpoints. A \$50 joining fee may apply.*

Q What are Airpoints and Airpoints Dollars?

Airpoints is Air New Zealand's loyalty reward Program. Air New Zealand Customers enrolled in the Program accumulate Airpoints Dollars on the basis, among other things, of the distance they have flown with Air New Zealand or their alliance partners, and by purchasing goods and services through loyalty partners (including credit card participants) where Airpoints are gained.

Q How do I earn my Airpoints Dollars?

Companies cannot be Airpoints Members. Customers of Snap Printing, must be registered at their Snap Printing Centre under their individual personal names. A simple form (containing our Terms and Conditions) that outlines the Customer name and the applicable Members to receive points is required to be signed by an authorised signatory. This is then handed to your Snap Printing Centre for registration.

Q What is the redeemable value of Airpoints Dollars?

Airpoints Dollars seat purchases are deemed to carry the equivalent value as if you purchased on line by credit card.

Q When do I earn my Airpoints Dollars ?

Only transactions that have been paid in full will be sent to Air New Zealand for Airpoints Dollars allocation.

Q When will my Airpoints Dollars be credited to my account?

Once payment for your print or design order has been received your Airpoints will then be processed and credited to your Air New Zealand Airpoints account, on or before the first four days of the month following payment of your Snap Printing invoice.

Q Will it cost me anything?

No, just the cost of your print or design order. However, you must be a Member of Airpoints to earn Airpoints Dollars. A \$50 joining fee may apply. See www.airnewzealand.co.nz for joining fees and Terms and Conditions.

Q Is there any limit to the number of Airpoints Dollars I can earn?

No. There is no limit. With this win-win Program, the more you buy at Snap Printing, the more you fly! The sky's the limit.

Q How can I use my Airpoints Dollars?

If there's a seat for sale on an Air New Zealand ticketed and operated flight, and you have enough Airpoints Dollars in your account, you can book this seat and pay with Airpoints Dollars. You can even gift them to other people living at the same address as you - as long as they're members themselves. How about using your rewards with Air New Zealand to buy companion tickets and upgrades, or even a Koru membership? You can even reserve a room in a hotel or use a rental car company at our loyalty partners around NZ and Australia.

Q How can I become an Air New Zealand Airpoints Member?

You can become an Air New Zealand Airpoints Member instantly by completing the online application form at www.airnewzealand.co.nz. You can do this in your own time or you can ask your nearest Snap Printing centre to assist you the next time you place an order.

Q Can I see the total Airpoints Dollars I have received from Snap Printing?

You can log in online at www.airnewzealand.co.nz and view your transactions at any time. Your statement will show where your Airpoints Dollars have been earned.

Q What happens to fractions of Airpoints Dollars?

Fractions of dollars will be rounded to the dollars spent i.e. if you spend \$200 you get \$2 Airpoints Dollars; if you spend \$255 you get \$2.55 Airpoints Dollars.

Q Can a Company earn Airpoints Dollars?

Only an individual can be awarded Airpoints Dollars. It is up to the Company's discretion as to how many and which employees receive Airpoints Dollars.

Q Can more than one individual of a Company be nominated to receive Airpoints Dollars?

Yes, the rewards can be shared, so long as all parties are noted on the registration form and it is signed by an authorised signatory.

Q Can a Company add Members at a later date?

Customer profiles can be updated at any time; however the distribution of Airpoints Dollars cannot be done retrospectively and will be done according to the Customer profile in place at the time of processing.

Q What do I do if a Member leaves the Company?

Please advise your Snap Printing Centre as soon as possible to ensure that any future Airpoints Dollars are allocated to the correct Members.

Q What should be done if I have a dispute over Airpoints Dollars allocation?

You can register your dispute in accordance with our Terms and Conditions with Snap Printing NZ at email: franchise@snapprinting.co.nz who will oversee any investigation on your behalf.