

PawPoints Merchant Terms of Service

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1. Who we are

PawPoints is operated by SA Distribution Ltd ("PawPoints", "we", "us"), a New Zealand company. These terms are an agreement between us and the business named in your merchant application ("you", the "Merchant").

2. What PawPoints provides

PawPoints lists your business to dog walkers in your area, displays your business profile (name, summary, website, and — if you choose — a contact name and phone number), and lets walkers redeem the rewards you offer using points they earn by walking their dogs.

We may also feature your approved rewards in walkers' feeds and other promotional placements inside the app and on our website, at no charge. Placement and frequency are at our discretion (currently a feed card shown up to twice a week per walker) and may change; featuring is a benefit, not an obligation, and pausing a reward removes it from featuring too.

We provide the merchant portal for managing your rewards and the redemption tools your staff use in store.

3. Joining is free — no fixed term

Joining PawPoints as a merchant is currently free. There is no fixed term, no minimum commitment, and you may leave at any time by telling us in writing (email is fine). We may likewise end or suspend a listing at any time, acting reasonably.

4. If we introduce fees

We may introduce or change fees in the future. If we do: (a) we will give you at least 90 days' written notice, stating the price and the date it starts; (b) you will never be charged for any period before that date; (c) you may cancel at any time before the start date and owe nothing; and (d) billing will begin only once you have actively agreed (for example, by setting up payment). Any fees will be stated exclusive of GST, which will be added at the prevailing rate.

5. Verification and approval

Listings go live only after we have verified your business (normally by a phone call) and approved it. Rewards you propose appear to walkers only after we approve them.

We may decline, remove or suspend any reward or promotion, and may suspend or delete a merchant profile, at any time and without having to give a reason or explanation. Redemptions validly made before a removal must still be honoured (clause 6), and clause 11 applies to anything already owed on ending.

6. Your rewards are real promises

A reward you offer through PawPoints, once approved and active, is a promise to walkers: you agree to honour it for any walker who validly redeems it in store, and to use your best efforts to fulfil every offer you post promptly and in good faith. You may pause or resume an approved reward at any time from the merchant portal; pausing takes effect for new redemptions immediately.

Rewards are priced in points. What a reward is worth in your store is entirely your decision.

7. Your profile and content

You are responsible for the accuracy of your business profile (summary, website, contact details). Your contact name and phone number are shown to walkers only if you opt in — you can change that choice by contacting us. Content must be accurate, lawful, and yours to use. We may edit listings for clarity or decline content that is misleading or inappropriate.

8. Redemptions and your staff

Redemptions are confirmed in store using the tools we provide (such as your store code and PIN). Keep those credentials secure and share them only with staff who need them. Tell us promptly if you believe they have been compromised and we will reset them.

9. Data and privacy

We handle personal information as described in our Privacy Policy (pawpoints.co.nz/privacy). The phone number you give us at application is used for verification and account contact — it is never shown to walkers unless you opt in, and never used for marketing.

10. Liability

PawPoints is provided "as is". To the maximum extent the law allows: we are not liable for indirect or consequential loss (including lost profits); and our total liability to you in any 12-month period is limited to the fees you paid us in that period (or NZ\$100 if you paid none). Nothing in these terms limits rights that cannot be excluded by law. You are in trade, and both parties agree the Consumer Guarantees Act 1993 does not apply to this agreement.

11. Ending the agreement

Either of us may end this agreement at any time on written notice. On ending, your listing and rewards are removed from walkers' apps; redemptions validly made before then must still be honoured.

12. Changes to these terms

We may update these terms from time to time. Material changes will be notified to the email on your account at least 30 days before they take effect (fee introductions follow clause 4's 90 days). If you keep using PawPoints after that, the updated terms apply; if you don't agree, you may leave under clause 11.

13. General

These terms are governed by New Zealand law, and the New Zealand courts have jurisdiction. If part of these terms is found unenforceable, the rest still stands. Questions: support@pawpoints.co.nz.

Questions before agreeing? support@pawpoints.co.nz