

ACE Rewards Loyalty Program

Frequently Asked Questions (FAQs)

1) What is the ACE Rewards Card?

- The ACE Rewards Card is a loyalty card that provides exclusive offers to its members, while allowing them to earn points for their patronage at participating ACE Hardware branches.
- Members are entitled to special discounts, sale events and other privileges/promos inside ACE Hardware, ACE Builders, ACE stand-alone stores outside SM Malls and partner merchants nationwide.

2) Who is eligible to join the ACE Rewards Program?

- Philippine residents at least 18 years old with a valid government issued ID are qualified to be a member.

3) How do I apply for ACE Rewards Membership?

- You may purchase the ACE Rewards Membership Kit at participating ACE Hardware, ACE Builders and other ACE stand-alone branches outside SM Malls for only P100.00.
- Completely fill-up the Membership Application Form and submit to the Customer Service Counter at participating branches.
- You may now begin earning points and avail of exclusive discounts with your ACE Rewards.

4) Can I fill out a form and name it after my friend/relative?

- Yes.

5) Does the card have a warranty for defective magnetic stripe?

- For defective magstripe, the card maybe replaced for free if requested within 3 months from issuance date.

6) How do I earn points?

- Present your ACE Rewards card upon purchase of any item only at ACE Hardware, ACE Builders and other ACE stand-alone branches outside SM Malls nationwide.
- Earn 1 ACE Rewards Point for every P200 purchase. For purchases below P200, a fraction of an ACE Reward Point will be awarded.

7) Can I still earn points if I left my ACE card?

- No. Card must be presented at the time of purchase to earn points.

8) Where to earn points aside from ACE?

- ACE Rewards card can only be used to earn points at ACE Hardware, ACE Builders and ACE stand-alone stores outside SM Malls.
- Cards **will not earn points** for purchases inside The SM Store, other Retail Affiliates (like Kultura, Toy Kingdom, Sports Central etc.) and other SMAC external partners.

9) What is the TAT on points awarding?

- Points will be awarded to the ACE Rewards card within ten (10) working days from date of transaction.

10) When will my points expire?

- Unused points of expired cards are forfeited 3 months after card expiry.

11) Can I request for a points transfer to a different member's name?

- Points transfer is not allowed for ACE Rewards card.

12) How soon can I begin redeeming my ACE Rewards points?

- After submission of your filled-up Application Form, your card will be activated for redemption within 3-4 weeks.
- You need to have earned/accumulated at least 20 Rewards Points before you can redeem.

13) How do I keep track of earned ACE Rewards Points?

- You may call the Customer Service Hotline at 833-888 (NCR) or 1-800-10-833-8888 (outside NCR) or;
- You may ask the cashier to do a Balance Inquiry.

14) How long is my Membership?

- The ACE Rewards Card is valid for 2 Years. Membership can be renewed for another 2 years. It is advisable to renew your card 90 days before expiry to avoid forfeiture of points.

15) Do you forfeit unredeemed points, after 3 months or 6 months from date of expiration date?

- The card holder must renew his/her membership not later than three (3) months from the expiration of the card. Otherwise, all the remaining points in the member's account will be automatically forfeited and will no longer be available for redemption. Points from expired cards that are not renewed 3 months days after expiration will be forfeited.

16) Who do I contact for any inquiries/concerns about my ACE Rewards Card?

- You may call the Customer Service Hotline at 833-888 (NCR) or 1-800-10-833-8888 (outside NCR).
- Visit website: www.acehardware.ph

17) I lost my card, how can I request for lost card blocking?

- Please call our customer service hotline 8338888 or 1-800-10-833-8888 and our customer service representative will take care of the rest.

18) How to apply for lost card replacement?

- Member should proceed to any ACE Hardware store and pay the replacement fee of P100 pesos. Replacement card will be processed and will be ready for claiming 2-3 weeks after application. Cards may only be requested to be replaced in ACE Hardware stores.

19) Can I avail for a free renewal when it expires? How?

- No. Membership card may be renewed for another 2 years. The card holder must renew his/her membership not later than three (3) months from the expiration of the card. Otherwise, all the remaining points in the member's account will be automatically forfeited and will no longer be available for redemption.

20) I want to get email notifications for new promotions and events, what do I do?

- Please make sure you have placed your correct personal information/contact details in the membership application form. If not, you may update your contact details through ACE Hardware branches.