



Merchandise and Ticket Cash

Terms and conditions

Merchandise Cash

1. Merchandise Cash can be earned when purchasing merchandise via the Club's shops (at Molineux Stadium), and on Mail Order and Online Megastore transactions, via www.wolves.co.uk.
2. Merchandise Cash can only be redeemed on internet transactions if it is the single form of payment. Therefore, to use them, members must have enough available Merchandise Cash to cover the total cost of the internet transaction.
3. Purchases made in store can be paid for in part using Merchandise Cash and in part using another payment method. Subsequent refunds will result in any Merchandise Cash used being reinstated. In no circumstances will Merchandise Cash be converted into actual currency.
4. Merchandise Cash is calculated at a minimum of 10% of qualifying spend. For example, a supporter purchasing merchandise to the value of £40, would receive a minimum of £4 in Merchandise Cash.
5. The Club reserves the right to provide special offers on certain products from time to time where additional Merchandise Cash may be offered.
6. Merchandise Cash will become available to redeem 24 hours after the transaction in which it was earned.
7. Members can find out their Merchandise Cash balance at any time by either viewing their emailed monthly statement or asking one of Wolves' customer services staff within the Club shops at Molineux Stadium.
8. To earn Merchandise Cash a member must present their Smartcard (activated for the My Wolves*, Dribblers*, Young Wolves*, or #WolfPack* scheme) or provide their supporter number and /or contact details at the point of purchase.
9. Merchandise Cash is not available on the cost of postage & packaging.

Accrued Ticket Cash* and Merchandise Cash

1. Ticket Cash* and Merchandise Cash can only be redeemed on a 'spend it where you earn it,' basis. For example, Ticket Cash* can only be redeemed against future home league match ticket purchases and not to purchase any merchandise.
2. Ticket Cash* and Merchandise Cash will be lost if not redeemed by 31st May each year. This also applies to any My Wolves*, Dribblers*, Young Wolves*, or #WolfPack* memberships using the autorenewal payment method.
3. Ticket Cash* can be used to renew a My Wolves*, Dribblers*, Young Wolves*, or #WolfPack* membership but only up to the value of 50% of the membership fee. For the avoidance of doubt, Merchandise Cash, currently, cannot be used as part payment for membership renewals.
4. Any My Wolves*, Dribblers*, Young Wolves*, or #WolfPack* memberships paid for using the autonrenewal option will not have the option to use ticket cash as part payment of their renewal.
5. At no time can Ticket Cash* and Merchandise Cash be exchanged for actual currency.
6. Monthly statements showing the value of accrued and available Ticket Cash* and Merchandise Cash will be emailed on a monthly basis to the address that the Club has registered for each member.
7. The Club reserves the right to correct errors made in monthly statements or by its members of staff when informing a member of the value of their accrued and available Ticket Cash* and Merchandise Cash. The Club shall not, in any circumstances, be liable to the member or any third party for any losses caused by any such errors.
8. Ticket cash will not be awarded on special admission prices.

* Excludes STH's receiving My Wolves*, Dribblers*, Young Wolves*, or #WolfPack* membership in conjunction with their season ticket purchase are not eligible to earn Ticket Cash on any match ticket purchases.

** Merchandise cash cannot be spent on gift vouchers.

