

## Rewards Plus FAQ

REWARDS PLUS LOYALTY PROGRAM  
Ride, Earn, Win

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### Frequently Asked Questions, Answered.

1. When do I get my card?

That could not be easier, your membership card along with two key fob tags matched to your membership card, are attached to the application that you fill out for membership. Simply fill out the application and leave it with any cashier and retain the cards and begin earning reward points.

2. What if I forget to show my card at time of purchase?

As long as every sales transaction in any of our locations is identified by your Reward I.D., it will link to your Rewards Plus account. Sales transactions where the purchaser's identity is not tied to the sale at the time of purchase will not be credited points to your account. Simply stated if you are transacting any business with any of our locations simply tell the cashier you forgot your card and they will link you to your account.

3. What should I do if I lose my card?

If you lose your card and all two key fobs simply fill out another application and check the box indicated that this is a "replacement card". Do not check the box indicating "yes" when asked, is this a new account?

4. How do I become a member of the Rewards Plus program?

You become an immediate member when the application is filled out and turned in to our receptionist or a cashier.

5. Can my family or friend use my card so I'll earn points on their purchase?

Memberships are non transferable and are only valid for use by the person whose name is given when you sign up.

6. Does it cost anything to become a member?

Currently there is no annual membership and the rewards are limitless. Rider Bucks are redeemable at three locations. Plus you will receive information for exclusive events, special deals and more.

7. When does my membership expire?

Currently memberships remain active as long as you'd like.

8. How do I change my contact information?

Your contact information can be updated online by e-mailing us at [Rewardsplus@halshd.com](mailto:Rewardsplus@halshd.com) or [Rewardsplus@wishd.com](mailto:Rewardsplus@wishd.com). Additionally member information will be able to be updated at the membership website beginning in the spring of 2006. Contact information can be updated in person or by calling the location of origin for your Reward Plus membership and asking for Reward Plus membership information. At Hal's HD or Hal's Speed Shop call 1-262-860-2060. At Wisconsin HD call 1-262-569-8500.

9. How do I cancel my Rewards Plus membership

If you ever want to cancel your membership just contact our receptionist at any of our locations or membership information at [Rewardsplus@halshd.com](mailto:Rewardsplus@halshd.com) or [Rewardsplus@wishd.com](mailto:Rewardsplus@wishd.com).

10. Will my membership information be shared with other companies?

No. At no time will we share your information with other companies.

11. When can I begin to accumulate points?

You can begin to earn Reward Plus points once you have completed and signed the Reward Plus membership application and turned it into our receptionist or a cashier.

12. Can I earn points if I buy on-line?

No. However, this option is currently under development. You can earn points with any sale fulfilled by our locations when you use your Membership card or number with that transaction.

13. How do I get points?

There are many ways to earn points. For every dollar you spend (excluding bike sales) you receive 20 points. Simply show your card or fob in-store at time of purchase. Additionally you can receive 100 points, once per day at each location, no purchase necessary by scanning your card at a Reward Plus Kiosk at any of our three locations.

Earn additional points through special offers and promotions.

14. How do I keep track of points?

In the spring of 2006 you can view your account information and point total online. Currently you can see your most recent transaction, review your points total and redeem Rider Bucks at any kiosk located in our three locations.

15. Why can't I view my most recent transaction?

The Reward Plus database updates periodically throughout the day. All purchases will be posted within 48 hours. Posted points are points that are validated for redemption and Rider Bucks certificates.

16. What do I do if I think there is an error in my points?

Contact member and information services at [Rewardsplus@halshd.com](mailto:Rewardsplus@halshd.com) or [Rewardsplus@wishd.com](mailto:Rewardsplus@wishd.com) or call the location where the transaction did not post and ask for member information for help.

17. Can I save up my points for a larger reward?

Yes, you can accumulate points annually for any size reward.

18. Do my points expire?

Yes your points expire if not redeemed by your membership anniversary date. You will be notified 30 days in advance. You can choose to print a Rider Bucks certificate at that time to avoid loss of any unredeemed points.

19. What happens to my points when I return an item?

The points you earned for that purchase will be deducted from your account. Returned items will result in a reduction of points equal to the dollar amount credited for the returned item.

20. What are Rider Bucks good for?

Rider Bucks are good towards the purchase of any product or service in our stores. The Rider Bucks may be combined with other offers same as cash. They cannot be credited to an account, redeemed for cash or used to purchase gift cards.

21. How long will it take to receive my Rider Bucks?

Rider Bucks can be printed when earned in any amount from the Reward Plus Kiosk's in our stores as soon as your transaction points have been posted to your membership account. This should occur within 48 hours of most transactions.

22. Do my Rider Bucks expire?

Rider Bucks once printed for redemption expire within 30 days of printing. We strongly advise you to leave Rider Bucks accumulate in your membership account until you are ready to redeem your Bucks towards a purchase or unless you are within the annual expiration period for your points.

23. What do I do if I lose my Rider Bucks?

We're sorry but lost, stolen or expired Rider Bucks cannot be replaced.

24. Can I get my Rider Bucks mailed or e-mailed?

No, we do not offer this option at this time. However watch our Kiosk's in store for the launch of our Reward Plus website and expanded service offerings.

25. Can I buy online with my Rewards Bucks?

Rider Bucks can only be redeemed in-store at this time.