

HST Co Loyalty Program - FAQ

1-What is “HST Co Loyalty Program”?

The HST Co Loyalty Program is our way of saying thank you to our customers. The program is simple; being a Rewards Cardholder earns you loyalty points redeemable against free HST Co. gift cards.

2-Who can take part in this program?

All HST Co customers are eligible to the Loyalty Program. **Enrollment is free of charge.**

3-How do I accumulate points?

Points are awarded for every retail transaction you perform Online via website <http://www.gs.com.lb/> or GS Application & in-store at any HST Co store: GS, GS Shoes, GS Junior, GS Storey, Geox, Timberland, Springfield, Pepe Jeans, Cortefiel and all Bossini stores in Lebanon.

4- How are points calculated?

You can now benefit from 1 point for every 1,000 L.L spent.

When reaching 5,000 points, you are automatically entitled to a gift card for the value of 150,000 L.L.

5-Is there an expiry date for the Loyalty Points?

No, points have no expiry date.

4-When do I start accumulating points?

After completing the registration process in-store or Online via GS mobile app, you will receive an SMS text on your mobile number to download GS application to log in to the loyalty section & start collecting points.

5-What are the benefits I can get?

- Get 1 point for every 1,000 L.L spent within all our stores, valid all year long.
- Upon reaching 5,000 points, you are automatically entitled to a gift card of 150,000 L.L.
- Receive updates on member-only promotions.
- GS Magazine delivered to your door.
- Invitations to our private events.

6-How do I keep track of my points?

Download GS Mobile App & log in to the loyalty section to track loyalty points.

To download GS Mobile App, search for GS Lebanon in the apple store for iPhone or in the play store for android.

In addition, you can inquire about your balance by contacting us by phone: 01-353035 Ext: 444 or email: wecare@gs.com.lb

7-What happens when I reach 5000 points?

Once you reach 5,000 points, our customer service agent will contact you to inform you that we will redeem these points with a Gift Card of 150,000 L.L.

This gift Card will be sent to your nearest HST Co store.

8-If I forget my Rewards card, can I bring the receipts back at a later date to be credited to my account?

No. Rewards points cannot be credited to your account after the date of purchase.

If you are purchasing in-store, please make sure to submit your rewards card to the cashier at each purchase.

If you are purchasing Online via GS Mobile App or website, please make sure to log in to the loyalty section before setting your order.

9-What if I lost my Rewards card?

You should immediately contact the CRM department on 01-353035 Ext: 444.

11-Who do I notify if any changes in my personal details?

You can send us your updated details to wecare@gs.com.lb or contact us on 01-353035 Ext 444.

For more info please feel free to contact us at 01- 353035 Ext 444.

We are happy to have you enrolled in our Rewards program and look forward to your future store visits.

[See Terms & Conditions for other details.](#)

Terms & conditions:

1. By using your “Rewards Card”, you will be deemed to have accepted the current HST Co Rewards program Terms and Conditions.
- 2- HST Co may change these conditions at any time by posting revised terms and conditions on its website. Any changes or revisions shall take effect immediately.
3. HST Co’s “Rewards Card” is not transferable to any other party. It may only be used by an individual Member of this program for the member’s personal benefits. Member benefits cannot be combined with benefits accrued by another Member. Member benefits will not be applied retroactively to any prior purchases.
4. All benefits or special offers provided by the Rewards program will be regularly updated on HST Co’s website.
5. To benefit from the available special offers, points or discounts, the cardholder must show the relevant HST Co store his/her “Rewards Card” at each purchase.
6. All special offers and discounts are subject to availability.
7. Members of HST Co’s Rewards program need to provide a valid email and/or telephone number and/or physical mailing address to be kept updated about all benefits associated with the Program.
8. By becoming a Member of the HST Co’s Rewards program, you agree to receive advertising, marketing materials, and other communications from HST Co. Members can at any time unsubscribe from any form of communication by sending a written request to wecare@gs.com.lb.
9. The Term of the program’s membership is unlimited and members have the right to cancel their membership at any time by sending a written request to wecare@gs.com.lb.
10. HST Co reserves the right at its sole discretion to remove any member from its Rewards program in the event of any fraud or abuse or any suspicion of an attempt to commit any, in connection with this program.
11. Members Privacy: HST Co will not disclose to any unauthorized party any data collected under the HST Co Rewards program.
12. HST Co reserves the right, at its sole discretion, to cancel the Rewards program wholly or partially at any time and to cancel some or all the benefits associated with the program without the need for prior notice and without any responsibility.
13. This agreement shall be governed by Lebanese laws.