

Updates to Our Rewards – FAQs

Question	Answer
Flybuys	
Why is Flybuys stopping?	Loyalty New Zealand, the company that operates Flybuys, has announced it's closing at the end of 2024. If you collect Flybuys with us, you can continue to earn them at Gilmours until 11:59pm 31 October and you can redeem Flybuys right up until 31 December 2024.
What is the last day I can collect Flybuys points?	If you collect Flybuys with us, you can continue to earn them at Gilmours until 11:59pm on 31 October 2024. You will not earn Flybuys points on Gilmours purchases paid for or invoiced after 11:59pm 31 October 2024. For example, if you place an order on 31 October 2024 but it is not processed until 1 November due to your delivery date, you will not earn Flybuys on that order.
Can I redeem Flybuys points after 31 October 2024?	Yes, you can continue to redeem Flybuys points through the Flybuys store Spend points (flybuys.co.nz) right up until 11:59pm on 31 December 2024. Flybuys points will continue to be redeemable for a huge range of products (including gift cards for fuel and groceries) at the Flybuys store Spend points (flybuys.co.nz) .
When is the last day to redeem my Flybuys points?	The last day for redeeming your Flybuys points is 31 December 2024. Until then, you can continue to redeem Flybuys points through the Flybuys store Spend points (flybuys.co.nz) .
What happens if I earn Flybuys points through my New World Clubcard?	If you collect Flybuys with us through your New World Clubcard, you can continue to do so at Gilmours until 11:59pm on 31 October 2024. You will not earn Flybuys points on Gilmours purchases paid for or invoiced after 31 October 2024. For example, if you place an order on 31 October 2024 but it is not processed until 1 November due to your delivery date, you will not earn Flybuys on that order.
How can I check my Flybuys balance?	You can check your latest Flybuys balance and transaction history by signing into the Flybuys website Flybuys or app or by contacting Flybuys online Contact us Flybuys contacting Flybuys.
What will happen to my Flybuys points if unredeemed after 31 December 2024?	Loyalty New Zealand, the company that operates Flybuys, has confirmed that any points that aren't used by 11:59pm on 31 December will expire on 1 January 2025 – so make sure you use all your points before the end of the year.
What will Flybuys do with my personal information?	Loyalty New Zealand, the company that operates Flybuys, has high levels of Customer Data Governance. As its closes Flybuys, all Customer

Gilmours Support Centre

35 Landing Drive
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[gilmours.co.nz](https://www.gilmours.co.nz)



Earn Airpoints Dollars™ every time you shop with us.*

*Terms and conditions apply

	data will continue to be managed in accordance with the NZ Privacy Act.
How do I find out more information about Flybuys?	You can find more information on the Flybuys website , call 0800 Flybuys (0800 359 2897), or Contact us Flybuys
Airpoints™	
Can I still earn Airpoints™ when I shop at Gilmours?	<p>If you collect Airpoints™ with us, nothing is changing and there is nothing you need to action.</p> <p>You will continue to earn Airpoints Dollars™ based on the following conditions: Airpoints Dollars™ will be awarded cumulatively on the basis of 0.185 Airpoints Dollars™ for every \$50 spent (after discounts and excluding GST) on qualifying purchases^ by qualifying Gilmours account holders*. That is, for every \$270.27 spent (after discounts and excluding GST) on qualifying purchases, qualifying Gilmours account holders will be awarded 1 Airpoints Dollar™.</p> <p>^Qualifying purchases exclude infant formula, phone cards and service charges such as order, delivery charges, keg deposits and any other fees, deposits and purchases that may be determined from time to time.</p> <p>*Certain trade type Gilmours members will not qualify. Contact our support team on 0800 270 414 for more information.</p>
What happens to if I earn Airpoints™ through my New World Clubcard?	<p>If you collect Airpoints™ with us through your New World Clubcard, there is nothing you need to action. Our Digital Services Team is updating your New World Clubcard Airpoints number to a standard Airpoints number, so you can continue to earn Airpoints when you shop at Gilmours.</p> <p>You can still scan your New World Clubcard when you shop at New World – and from 1 November 2024 you will earn New World Dollars at New World. This change will happen automatically.</p>
How do I sign up for Airpoints™?	<p>Register online for Airpoints for Business.</p> <p>Once you receive your Airpoints number, register it with us using our Gilmours rewards registration form and you'll receive rewards within 7 working days.</p> <p>Make the most of your purchases by supercharging your rewards with an Airpoints credit card.</p> <p>The Airpoints™ Programme is operated by Air New Zealand, so you will need to be aware of their terms and conditions at airnewzealand.co.nz. By becoming a member of Airpoints™ you will also receive a separate Airpoints card. We do not operate the Airpoints™ programme.</p>
How can I check my Airpoints™ balance?	You can check your Airpoints™ balance and transaction history by signing into the Airpoints™ website or Airpoints™ app.

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Gilmours

WHOLESALE FOOD & BEVERAGE



New World Clubcard	
Can I still use my New World Clubcard at Gilmours?	<p>From 1 November 2024, you cannot use your New World Clubcard at Gilmours.</p> <p>You can still scan your New World Clubcard when you shop at New World – and from 1 November 2024 you will earn New World Dollars at New World. This change will happen automatically.</p>
Where can I find more information about my Clubcard?	<p>You can find more information about your New World Clubcard on the FAQs page.</p>

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