

RVC Edge - Terms and Conditions

Program Overview

RVC Edge is River Valley Cooperative's loyalty and rewards program designed to recognize and reward customers for their continued partnership with River Valley Cooperative.

Participation in RVC Edge constitutes acceptance of these Terms and Conditions and any applicable program details communicated by River Valley Cooperative.

Eligibility

- Participation in RVC Edge is open to qualifying River Valley Cooperative customers with accounts in good standing.
- Enrollment and participation requirements are determined by River Valley Cooperative and may vary by program period.
- River Valley Cooperative reserves the right to verify eligibility and account standing at any time and to limit or discontinue participation when program requirements are not met.

Program Period

- RVC Edge operates during program periods established by River Valley Cooperative.
- Qualifying transactions must occur within the applicable program period to earn points or receive other program benefits.
- Program dates, deadlines, and other timing requirements will be communicated through current RVC Edge program materials or other official River Valley Cooperative communications.

Earning Points

- Customers may earn RVC Edge points through qualifying purchases, transactions, programs, promotions, or other activities as determined by River Valley Cooperative.
- Eligible products, services, transactions, earning rates, promotional opportunities, and other requirements may vary by program period and may be changed by River Valley Cooperative.
- Current earning opportunities and requirements will be communicated through RVC Edge program materials or other official River Valley Cooperative communications.
- Points may take time to appear in a customer's account following a qualifying transaction.
- Points may be calculated based on net transaction amounts after applicable discounts, credits, returns, cancellations, or other adjustments.
- River Valley Cooperative reserves the right to audit, adjust, reverse, or correct point balances for errors, returns, billing corrections, eligibility changes, or suspected misuse.

Redeeming RVC Edge Points

- RVC Edge points may be redeemed on eligible products, services, programs, or other opportunities as determined by River Valley Cooperative.
- Eligible redemption opportunities, point values, redemption periods, limits, procedures, and other requirements may vary and will be communicated through current RVC Edge program materials or other official River Valley Cooperative communications.
- Redemption is subject to customer eligibility, account standing, availability, and any program requirements in effect at the time of redemption.
- Points have no cash value and may not be exchanged for cash.
- River Valley Cooperative reserves the right to add, modify, limit, or discontinue redemption opportunities at any time.

Point Expiration and Forfeiture

- RVC Edge points are subject to expiration dates established by River Valley Cooperative and communicated as part of the applicable program period.
- Points do not carry forward into future program periods unless expressly communicated by River Valley Cooperative.
- Points may be forfeited if an account is closed, becomes inactive, becomes delinquent, is no longer eligible, or if program requirements are not met.
- River Valley Cooperative is under no obligation to reinstate expired or forfeited points.

Program Changes

- River Valley Cooperative reserves the right to modify, suspend, replace, or terminate RVC Edge, in whole or in part, at any time.
- River Valley Cooperative may change program periods, eligibility requirements, earning opportunities, point values, redemption opportunities, limits, procedures, promotions, or other program features as business conditions or program objectives change.
- River Valley Cooperative will make reasonable efforts to communicate material program changes through official channels, which may include email, account communications, digital platforms, the River Valley Cooperative website, or direct communication from River Valley Cooperative representatives.
- Changes are effective as of the date specified in the applicable communication.

Limitations

- Points have no cash value outside the RVC Edge program and are non-transferable unless otherwise expressly authorized by River Valley Cooperative.
- Only transactions determined by River Valley Cooperative to be eligible under the applicable program rules qualify for points or redemption.
- Misuse, abuse, manipulation, or fraudulent activity may result in adjustment or forfeiture of points and termination of participation in RVC Edge.
- River Valley Cooperative is not responsible for technical errors, system outages, delays, or other circumstances that may temporarily affect point calculation, display, communication, or redemption.

Privacy and Data Use

- Participation in RVC Edge authorizes River Valley Cooperative to collect, use, and store information reasonably necessary to administer and evaluate the program and communicate with participants.
- Participant information will be handled in accordance with River Valley Cooperative's applicable privacy practices and policies.
- River Valley Cooperative may share information with affiliates, vendors, and service providers as reasonably necessary to support program administration and operations.

Program Administration and Disputes

- Questions or disputes regarding RVC Edge should be directed to River Valley Cooperative.
- River Valley Cooperative will make a good-faith effort to review and resolve program questions or disputes.
- River Valley Cooperative retains final authority to interpret these Terms and Conditions, determine program eligibility, calculate or adjust point balances, determine qualifying transactions and redemption opportunities, and administer RVC Edge.

Contact

For questions regarding RVC Edge, please contact your River Valley Cooperative representative.