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**Pittsburgh Center for Rejuvenation
Loyalty Program Terms & Conditions
“Friends of PCPS”**

These Friends of PCPS Loyalty Program Terms & Conditions (“Agreement”) govern participation in the Friends of PCPS - Loyalty Program (the “Program”) offered by Pittsburgh Center for Rejuvenation (the “Center” or “PCPS”). By enrolling in the Program or earning, receiving, or redeeming any Loyalty Points or Rewards, the enrolled patient (the “Participant”) agrees to this Agreement.

Program Enrollment and Eligibility

The Program is a free loyalty program for eligible PCPS patients. Each Participant may maintain one individual Program account. Accounts, balances, Loyalty Points, and Rewards may not be sold, shared, transferred, or combined with another person’s account. Participants are responsible for keeping their account and patient-chart information accurate and current.

Program Rewards

A “Reward” is a promotional benefit issued to a Participant’s Program account, including, but not limited to, discounts, complimentary products or treatments, account credits, treatment upgrades, or other offers. Rewards are the primary benefits of the Program and may be earned through criteria established by PCPS, including enrollment, Qualifying Visits, cumulative Eligible Spend, referrals, engagement, birthdays, or other promotional activities.

After PCPS verifies the applicable requirement, the Reward is placed in the Participant’s account for future use. Each Reward is governed by the eligibility, redemption, and expiration terms displayed in the Program app or on the reward card. Some Rewards expire; when applicable, the expiration date will be displayed with the Reward. A Reward may be used only once and is considered redeemed when applied.

Qualifying Treatments and Eligible Discount Fees

A “Qualifying Treatment” is a treatment, service, or surgical procedure performed by a PCPS provider and identified as eligible under the applicable Reward. Any Reward providing a discount or credit toward a Qualifying Treatment applies only to the applicable treatment fee or professional fee charged by PCPS, including the applicable surgeon’s fee or treating provider’s fee. It does not apply to taxes or ancillary or third-party charges, including anesthesia, hospital, facility, operating-room, implant, pathology, laboratory, prescription, or similar fees, unless the Reward expressly states otherwise.

General Reward and Offer Rules

Unless a specific Reward expressly states otherwise, Rewards are valid only for eligible future purchases, services, or activities and are not valid on prior purchases. Rewards are non-transferable, have no cash value, may not be redeemed for cash, change, a gift card, or a general practice credit, and may not be resold.

Dollar-denominated Rewards or credits must be used in one transaction; no partial balance remains and any unused amount is forfeited, unless otherwise specified. Rewards are subject to availability, scheduling, product inventory, provider approval, and all Reward-specific terms. A treatment Reward may be substituted or declined when the treating provider determines that the treatment is not appropriate for the Participant.

Combining Rewards and Discounts

Unless expressly stated in the terms of the specific Reward, a Reward may not be combined with another Reward, discount, promotion, package, manufacturer offer, or third-party benefit. Certain Rewards may be combined with an active PCPS membership discount when specifically stated. The eligibility, exclusions, stacking rules, deadlines, and redemption instructions displayed in the app or on the reward card are incorporated into this Agreement and control when they are more specific than these general rules.

Earning Loyalty Points

Unless a specific offer states otherwise, Participants earn five (5) Loyalty Points for each one dollar (\$1) of Eligible Spend and two hundred fifty (250) Loyalty Points for each Qualifying Visit. “Eligible Spend” means the net amount actually paid to PCPS for products or services designated as eligible before taxes and fees, and after applicable discounts, Rewards, credits, or adjustments. “Qualifying Visit” means a completed, eligible visit designated by PCPS. Canceled, missed, rescheduled, non-routine follow-up, and other non-treatment visits do not qualify unless PCPS expressly states otherwise. Loyalty Points are posted after PCPS verifies the eligible transaction or completed visit. A Participant may earn both spend-based and visit-based Loyalty Points from the same visit when both requirements are met. Loyalty Points are not awarded for purchases or visits completed before Program enrollment. PCPS may correct, add, or remove Loyalty Points resulting from an error, duplicate entry, reversed payment, transaction adjustment, or misuse.

Using Loyalty Points to Obtain Additional Rewards

Loyalty Points may be exchanged for additional promotional Rewards displayed in the Program app or other current Program materials. Point-based Rewards may vary by season, month, event, availability, or other promotional period. A Participant must have the full Point price available when obtaining a Reward. The applicable Loyalty Points are deducted when the Reward is issued to the Participant’s account. Once issued, the Reward is governed by its own eligibility, redemption, combination, and expiration terms.

One Points Balance; No Universal Dollar Value

All Loyalty Points are held in one Program balance. Loyalty Points are promotional loyalty units, are not cash or practice credit, have no fixed or universal dollar value, and are not the property of the Participant. Each Point-based Reward is assigned its own Point price by PCPS; therefore, the relative value of Loyalty Points may vary from one Reward to another. Loyalty Points cannot be exchanged for cash, transferred to another person, or used to purchase gift cards.

Point Expiration

Loyalty Points do not expire. Loyalty Points may nevertheless be removed when required to correct an account, reverse an ineligible transaction, address duplicate or fraudulent activity, close an account at the Participant's request, or terminate an account for misuse under this Agreement.

Spend Milestone Rewards

PCPS may issue a Reward when a Participant reaches a verified cumulative Eligible Spend milestone. The app or reward card will identify the threshold, whether the milestone is earned once or repeats at later thresholds, and the available Reward. A milestone Reward is placed in the Participant's account only after the qualifying spend is verified and is not valid on purchases completed before issuance.

Engagement Reward

PCPS may offer progressive Rewards for verified completion of distinct qualifying engagement activities, including a patient review, lifestyle images shared for social media, before-and-after participation, and a video testimonial. Activities may be completed in any order. Social media activities must tag the applicable official PCPS account and must be visible to PCPS, or otherwise submitted directly to PCPS, for verification. Each qualifying activity is credited once, and the number of distinct completed activities determines the Reward tier. Reviews and testimonials must reflect the Participant's honest experience; no particular rating, statement, or sentiment is required. Activities involving images, video, or publication require the applicable separate consent or media authorization and confirmation by PCPS before the Reward is issued.

Referral Rewards

A referring Participant earns one hundred dollars (\$100) in referral credit as a Reward for each eligible referral after PCPS verifies that the referred patient completed the Qualifying Treatment or qualifying purchase described in the current referral offer. Referral Rewards may be banked. Each Referral Reward must be used within one (1) year after issuance. Referral Rewards are non-transferable, have no cash value. Self-referrals, duplicate referrals, and referrals that cannot be verified do not qualify.

Birthday and Other Limited-Time Rewards

Eligibility for a birthday Reward is based on the date of birth recorded in the Participant's PCPS patient chart. The applicable redemption period and any additional conditions will be displayed with the Reward in the app. Other limited-time, seasonal, event-based, or brand-sponsored Rewards may be subject to separate eligibility, availability, expiration, and sponsor terms.

Relationship to Paid Memberships and Inner Circle Cash

Friends of PCPS is separate from all paid PCPS memberships. Program enrollment does not enroll a Participant in a paid membership and does not provide membership-only benefits. Inner Circle Cash is also a separate benefit with a separate balance and redemption rules. Loyalty Points do not convert to Inner Circle Cash, and Inner Circle Cash does not convert to Loyalty Points.

Participant Responsibilities and Account Misuse

Participants must follow PCPS policies and provide accurate information. Manipulating transactions or visits, creating duplicate accounts, submitting false engagement activity, misrepresenting a referral, sharing Rewards, or otherwise abusing the Program is prohibited. PCPS may investigate activity, withhold or reverse Loyalty Points or Rewards, suspend an account, or terminate Program participation when it reasonably determines that an error, violation, fraud, or misuse has occurred.

Participant Account Closure After Inactivity

PCPS may close a Program account after twenty-four (24) consecutive months of inactivity. Inactivity means no Qualifying Visits, Eligible Spend, Reward issuance or redemption, or Loyalty Point redemption during that period. Any Loyalty Points or Rewards remaining in the account at the time of closure will be forfeited.

Program Changes or Termination

PCPS may modify Program administration, earning rules, eligibility, Reward selection, Point prices, milestone Rewards, or these terms. Current Reward availability and Point prices may change as the Reward catalog changes. PCPS will provide notice of material changes when reasonably practicable. If PCPS discontinues the Program, it will provide at least thirty (30) days' notice and a reasonable opportunity to redeem available Loyalty Points or use available Rewards, except when immediate action is required by law, fraud prevention, system failure, or circumstances beyond PCPS's control. Continued participation after a change becomes effective constitutes acceptance of the revised terms.

Governing Law and Dispute Resolution

This Agreement shall be governed by the laws of the State of Pennsylvania. Any dispute arising under this Agreement shall first be attempted to be resolved through informal negotiation. If unresolved, the dispute shall be subject to mediation or arbitration as mutually agreed upon by the parties.

Acknowledgment and Acceptance

By enrolling in or using the Program, the Participant acknowledges that they have reviewed and agree to this Agreement, together with the specific terms displayed for each Loyalty Point offer or Reward.

If you have any questions about the Friends of PCPS Loyalty Program, please contact:

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