



CONFISERIE SPRÜNGLI
Tradition seit 1836

FAQ PETITS PLAISIRS LOYALTY PROGRAMME

Benefits of the Petits Plaisirs loyalty programme

What benefits does the Petits Plaisirs Loyalty Programme offer me?

The Petits Plaisirs Loyalty Programme lets you enjoy exclusive benefits. The more you use your customer card, the more personally we are able to show our appreciation. The Petits Plaisirs Loyalty Programme is our way of saying «thank you» in a number of ways:

A special birthday gift

Look forward to a delicious little surprise on your birthday.

The pleasure of your company

As a member of Petits Plaisirs, you're invited to special Sprüngli events.

Keep up-to-date

Relish our indulgently attractive Sprüngli offers and be the first to find out about new products.

Exclusive rewards

Enjoy Sprüngli delicacies created especially for you as a Petits Plaisirs member.

Online registration discount

Register online and get an exclusive 10% discount on your next online order.

Registration

How do I register for the Petits Plaisirs Loyalty Programme?

To benefit from the Petits Plaisirs Loyalty Programme customer card, all you have to do is sign up online ((<https://www.spruengli.ch/de/customer/account/login/>)) or fill out a registration form at one of our stores.

And so that you never forget your customer card, as soon as your registration has been processed we will send you a link to your digital customer card, which you can download to your smartphone's mobile wallet. If you would like a plastic customer card too, please indicate this during the registration process.

If you register online, you'll enjoy an exclusive 10% discount on your next online order.

What technical requirements do I need to register for the Petits Plaisirs Loyalty Programme?

The registration for the Petits Plaisirs Loyalty Programme requires a valid e-mail address and phone number.

What technical requirements do I need to be able to use the digital Customer Card in my smartphone's mobile wallet?

Members of the Petits Plaisirs Loyalty Programme who own an iPhone and are running iOS 9 or higher, can save the digital customer card to the Wallet. The Wallet app is automatically installed as a default app from iOS 9 upwards. Members of the Petits Plaisirs Loyalty Programme who own an Android, BlackBerry or Windows Phone need to have a corresponding app installed on their system (e.g. «WalletPasses» on Android, «Passes» on BlackBerry or «All my passes» on Windows).

Do I have to pay a membership fee for the Petits Plaisirs Loyalty Programme?

The Petits Plaisirs Customer Card is our way of thanking you for your great loyalty by offering you small rewards, so membership of the loyalty programme is free.

Can I apply for an additional card or partner card for the Petits Plaisirs Loyalty Programme?

With the Petits Plaisirs Loyalty Programme we would like to thank you personally and appreciate you as an individual member, which is why there are no partner cards or additional cards.



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Use of the Petits Plaisirs Customer Card

Where is the Petits Plaisirs Customer Card valid?

You can use your Petits Plaisirs Customer Card with every purchase made at our stores, our cafés & restaurants, from the Order Service and in the Confiserie Sprüngli online shop.

How is my purchase in the online shop credited to my Petits Plaisirs Customer Card?

When you make a purchase in the online shop using your personal account, your purchases are automatically credited to your customer card.

When I use the Order Service, how is my purchase credited to my Petits Plaisirs Customer Card?

When you make an order and we register your contact details, your purchase is automatically credited to your Petits Plaisirs customer card.

Can I pay for purchases with the Petits Plaisirs Customer Card?

Your Customer Card features a prepaid function. This means that you can pay funds into your card account in the stores or via the online shop. At the stores and cafés, the prepaid credit can be used like cash by scanning the customer card. So your Petits Plaisirs Customer Card is also a means of payment.

How do I request a physical Customer Card for the Petits Plaisirs Loyalty Programme?

To request a plastic customer card, send an e-mail to petitsplaisirs@spruengli.ch or use our online contact form ((<https://www.spruengli.ch/cms/de/kontakt/kontaktformular/>)).

Who can I turn to if I lose my physical Petits Plaisirs Customer Card?

Please report the loss of your plastic Petits Plaisirs Customer Card by e-mail to petitsplaisirs@spruengli.ch or via our contact form ((<https://www.spruengli.ch/cms/de/kontakt/kontaktformular/>)).

If I have forgotten my Petits Plaisirs Customer Card, can I have my purchases credited to my account retrospectively?

If you don't have your Petits Plaisirs Customer Card with you when you make a purchase, your purchases can still be credited to your account: simply scan your proof of purchase and send it by e-mail to petitsplaisirs@spruengli.ch or by post to: Confiserie Sprüngli AG, Petits Plaisirs, Bahnhofstrasse 21, 8001 Zürich.

Can I transfer my Customer Card purchases to another person?

We launched the Petits Plaisirs Loyalty Programme to thank and appreciate you personally, which is why purchases made with your customer card cannot be transferred to another person.

Is the purchase of Sprüngli vouchers credited to the Petits Plaisirs Customer Card?

The purchase of Sprüngli vouchers is merely an exchange of modes of payment, and as such the amount paid does not qualify for the Petits Plaisirs Loyalty Programme. When using vouchers to make a purchase, if you present your Petits Plaisirs customer card, this purchase will naturally be credited to your account.

How exactly does the points and status system work?

(My points total isn't the number of points I was expecting. Why?) Collecting points

You receive one loyalty point for every franc you spend on purchases and orders. For every 50 francs you spend, one Luxemburgerli point is displayed in your online account. Any remaining points count towards the next Luxemburgerli point. When a purchase is made, the points total is recalculated overnight.

Earning a higher status

When a higher loyalty status is earned a new 12-month points collection period starts, replacing the previous points collection period. Loyalty points are deducted when you earn a higher status:

Découvreur status:	100 points
Connaisseur status:	400 points
Ambassadeur status:	1,000 points

Status assignment at the end of the points collection period

A points collection period ends after 12 months in the same loyalty status. You are assigned to the appropriate loyalty status on the basis of the number of points you have collected. This status remains valid for the next 12 months unless you earn a higher loyalty status during this time. At the end of the period the points total is reduced to 0 and a new points collection period begins.



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Your personal account

What information is visible to me when I log on to my personal account?

Your personal account ((<https://www.spruengli.ch/de/customer/account/login/>)) lets you view and modify your customer data whenever you like and download your digital customer card to your smartphone's mobile wallet. You can also view your online shop order history.

What should I do if I forget my password?

If you look in the login area ((<https://www.spruengli.ch/de/customer/account/login/>)) for your account on our website, you will see the link «Forgot your password?». This takes you to a page where you can request new login details.

Where can I inform you of a change of address?

Your personal account ((<https://www.spruengli.ch/de/customer/account/login/>)) lets you modify your customer data yourself whenever you like. You can also notify us of any change of address via our contact form ((<https://www.spruengli.ch/cms/de/kontakt/kontaktformular/>)).

How do I cancel my membership of the Petits Plaisirs Loyalty Programme?

Either contact us by e-mail petitsplaisirs@spruengli.ch or use the contact form ((<https://www.spruengli.ch/cms/de/kontakt/kontaktformular/>)) on the Loyalty Programme website.

Data privacy

How is my personal data used?

With your participation in the Petits Plaisirs Loyalty Programme, you give consent for Confiserie Sprüngli to use the data generated by the use of the customer card, for marketing purposes. This data is treated by Confiserie Sprüngli with strict confidentiality and is not passed on to third parties that are not directly involved with the loyalty programme. Confiserie Sprüngli also takes adequate precautionary measures and puts appropriate security measures in place to keep members' data safe.

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