

Welcome to the club that loves fashion and style – with you in focus.

1. Your membership.....	2
2. Benefits of Kappahl Club membership	2
2.1. Points and bonuses.....	2
2.2. Exclusive member offers and communication	3
2.3. Personalized offers and communication	4
2.4. Personalized content in our digital channels	4
2.5. My profile, purchase history, etc.....	4
2.6. Free delivery on kappahl.com.....	4
2.7. Free personal styling service	4
3. Your information.....	5
4. Changes to the contract period and terms	5
4.1. Contract period	5
4.2. Termination due to misuse and liability.....	5
4.3. Changes to the terms.....	5
5. Your rights	5
6. Help us improve	6
7. Contact.....	6

Kappahl

We are delighted that you want to be part of our community. This gives us the opportunity to offer you even more. We want to show that you are important to us and make your Kappahl Club membership rewarding. As a Club member, you enjoy many benefits such as bonuses, inspiration, and exclusive offers. To take the best possible care of you, we need some information about you. Below you can read more about our terms. Once again, a warm welcome to Kappahl Club.

1. Your membership

Joining Kappahl Club and holding a membership is free of charge. To join, you must be at least 16 years old and have a permanent address in Poland. As a member, you can identify yourself using your membership card, a valid ID, the Kappahl app, or your mobile phone number. Membership is personal and is the key to receiving bonuses, offers, and benefits; therefore, we may ask for identification to ensure that the membership is being used by the correct person.

Remember to always register your membership at the time of purchase to collect points in both Kappahl and Newbie physical stores as well as in the online store.

2. Benefits of Kappahl Club membership

As a Kappahl Club member, you can expect exclusive benefits, and we continuously work to improve our offering for members. This section describes the benefits included in your membership.

To provide you with these benefits, we need to process your personal data. More information about how we process personal data within Kappahl Club can be found in section 6 of our Privacy Policy.

2.1. Points and bonuses

The membership has two levels: Silver and Gold. Levels are based on points accumulated over a rolling 12-month period.

All purchases for personal use earn points, except purchases of gift cards, shopping bags, and products or services offered in collaboration with third parties, such as tailoring services, delivery services, or charitable products. To earn points, purchases must be registered as member purchases using one of the methods provided by Kappahl.

1 Polish zloty (PLN) equals 2 points.

Points can also be earned through other activities leading to bonuses. The number of points awarded for activities/engagement and the applicable rules are determined by Kappahl.

Kappahl

Bonuses are granted as digital bonuses to members who have registered qualifying purchases/activities totaling at least 1,000 points since the last bonus issuance. Points that have not been converted into a bonus are saved for the next bonus calculation.

For every 1,000 points, you receive a bonus worth PLN 12.50. The bonus can be used as a means of payment in any physical Kappahl or Newbie store in Poland or in the Kappahl online store. Bonuses cannot be exchanged for cash, either in whole or in part. Each bonus has a validity period stated on the bonus. Earned points expire automatically after 12 months, meaning points accumulated more than 12 months ago will expire.

All earned bonus points are also counted when determining your membership level. To become a Kappahl Gold member, you must earn 3,000 points. Once this threshold is reached, Gold status is granted for at least 12 months from the date of the level upgrade. To retain Gold status, you must earn an additional 3,000 points during the following 12 months.

How do you use your bonus'

You can use your bonus both in-store and online. Log in to the Kappahl app or visit kappahl.com to check whether you have an available bonus. Activate your bonus at checkout. You can activate multiple bonuses at the same time, and you can also deactivate a bonus if you change your mind and want to use it later.

Note: Bonuses cannot be used to pay for delivery costs in the online store.

Will I get my points"bonus back if I return items'

Your bonus points are converted into a bonus voucher, which is proportionally distributed across all purchased products at the time of use. If you return an item, you will receive back the bonus points corresponding to the bonus amount used on the returned item(s).

If you return the entire order, you will receive points corresponding to the full value of the bonus used. In the case of a partial return, points will be refunded proportionally to the bonus amount applied to the returned products.

Returned bonus points are credited back to your Club account and converted into a new bonus voucher in the next settlement period, no later than the 10th day of the following month. This means you do not lose your bonus points, but they will not be available for immediate use on your next purchase. Refunded bonus points are valid for 12 months.

2.2. Exclusive member offers and communication

As a member, you will receive communication containing offers specially prepared for all our members. General club offers may include club days, inspiration, news, and other content designed to make your choices and purchases easier.

Kappahl

You will also receive invitations to special events we organize, such as in-store events or live shopping events.

2.3. Personalized offers and communication

In addition to general club offers, we will also send you personalized offers and communication based on products you have purchased or shown interest in, as well as other interactions with us. Examples include discounts on product categories you have previously purchased or tailored content in our newsletters that inspires you with complementary products or ideas for building a sustainable wardrobe.

The content you see is based on factors such as whether you have signed up for back-in-stock notifications, visited our online store or app (including products and links you clicked), or made other choices related to our assortment or business.

2.4. Personalized content in our digital channels

If you use our digital channels—our website or app—while logged in as a member, we will strive to ensure that the content you see is as relevant as possible. For example, we may display product recommendations and other tailored content to make your shopping experience easier.

More information about data processing can be found in section 6 of our Privacy Policy.

2.5. My profile, purchase history, etc.

As a member, you have access to your personal user account. You can log in via the "My profile" section on our website or in the app. There you can track your purchases and view your purchase history, check your bonus and points balance, link your social media accounts, recommend us to friends, and much more.

You can also update your contact details or change your communication preferences via "My profile."

If you see our ads on social media or search engines, you can adjust how these ads are displayed by using the settings available on the respective platform.

2.6. Free delivery on kappahl.com

As a member, you always receive free delivery on purchases over PLN 150, provided you are logged in on kappahl.com.

2.7. Free personal styling service

You can enjoy our highly appreciated Personal Styling service completely free of charge! You choose the meeting format—at selected stores, online via phone, or by email. Click [here](#) to learn more and book an appointment.

3. Your information

We collect information about you, and to ensure that we have correct address details, we may also verify information in public registers. We retain your information until your membership ends or for 36 months from your last activity. After this period, your membership will automatically be terminated.

4. Changes to the contract period and terms

4.1. Contract period

The Kappahl Club membership agreement is valid until further notice. Both the member and Kappahl may terminate the agreement free of charge with 30 days' notice. To terminate your membership, contact Customer Service by email at info@kappahl.com or by phone at 52 880 84 40.

Upon termination, all personal data collected and processed to fulfill these membership terms will be deleted. Any earned but unused points or bonuses will expire upon termination.

If the membership has been inactive and the last registered purchase occurred more than 36 months ago, Kappahl reserves the right to terminate the membership.

4.2. Termination due to misuse and liability

Kappahl also reserves the right to terminate membership or cancel points due to misuse. Misuse includes, for example, failure to comply with the agreed terms or allowing other persons to register purchases on your membership account.

We are not liable for losses or damages caused by technical errors, limited functionality, or other similar issues related to Kappahl Club membership. This does not apply to liability that cannot be excluded under mandatory law.

4.3. Changes to the terms

Kappahl may make changes to the membership terms. In the case of non-material changes, the updated terms will be published on the Kappahl website when they take effect. For material changes, you will be notified by email 30 days in advance. The current terms are always available on the Kappahl website.

If you do not accept the changes, you have the right to terminate your membership.

5. Your rights

We process your personal data only when necessary to fulfill our obligations to you as a member. Your privacy is important to us, and we want to inform you of your rights.

You can opt out of our direct marketing at any time. To unsubscribe from email communications, click the unsubscribe link in any email. To unsubscribe from SMS

Kappahl

marketing, send "STOP" to 4321. You can also contact Customer Service or manage your preferences yourself via "My profile."

If you see our marketing in other channels, such as social media, this may be because you are included in a segment defined by the social media platform. In such cases, you can adjust the ads you see in your account settings on the relevant platform.

You may also terminate your membership at any time, after which we will delete your personal data associated with the membership. Even if you terminate your membership, we may continue to process certain personal data if required by law (e.g. transaction data under accounting regulations) or if we have compelling legitimate grounds (e.g. processing anonymized data for business development).

For more information about your rights and full details on how we process personal data, please refer to our Privacy Policy on the Kappahl website.

6. Help us improve

To improve our services for you and other customers, we conduct surveys via email, our website, and the app. In these surveys, you may sometimes be asked to provide personal and/or demographic information. Participation is entirely voluntary, but we appreciate your feedback, as it helps us continuously improve our offering based on member input.

7. Contact

If you have any questions, please contact Kappahl Polska Sp. z o.o., based in Warsaw, 01-192, ul. Leszno 12. You can reach Kappahl Customer Service at info@kappahl.com or by phone at 52 880 84 40.

Last updated: 20 November 2025