AIR MILES | FAQ



1. Why is Nova Truck Centres partnering with AIR MILES®?

We appreciate your business and are always looking for new ways to reward you for being a loyal Nova Truck Centres customer.

2. Which locations will offer AIR MILES® reward miles?

All of our locations offer AIR Miles reward miles to all our cash and account customers. This includes the Dartmouth, Truro, Westville, Trailer Shop and Body Shop locations.

3. What do I earn with my AIR MILES®?

The possibilities of rewards are endless. You can choose from AIR MILES cash—redeemable towards every purchase or dream rewards—explore travel, merchandise and entertainment rewards. Sign into your AIR MILES® <u>account</u> and start rewarding yourself.

4. How can I start earning my AIR MILES® reward miles with Nova Truck Centres?

That's easy. Fill out our application form, send it in and you're ready to start collecting.

Please send form by email or fax:

Al Walker, Credit and Finance Manager. P: 902, 895,6381 Ext 226

E: awalker@novaent.ns.ca

F: 902.893.7603

5. How can I sign up for a Collector account?

Enrolling made easy.

6. What are the terms and conditions?

Cash Transactions

Items that will qualify for reward miles are any cash transactions. They are transactions that are paid in full at the time of sale either by cash, credit, or debit card.

Charge Accounts

AIR MILES® will only be applied to credit accounts that are paid strictly within the terms of the credit agreement. The account must be paid in full within 30 days of the statement date and no item may have aged beyond this period.

AIR MILES® will not apply if payments on account are made by credit card or by third parties.

AIR MILES® will not apply to accounts that already receive fleet discount pricing or any other offer or incentive.

Vehicle & Trailer Sales

In order to qualify for reward miles on vehicle and trailer sales the item in question must be paid, or Daimler Truck Financial contract signed, when the vehicle is delivered. Any delay in payment after the truck or trailer is delivered, may not qualify for reward miles.

Reward miles will be allocated to you air miles account 30 to 60 business days from the date of purchase.

*Please note that Nova Truck Centres reserve the right to amend or suspend this offer without notice.

7. How can I sign up for my monthly rewards guide?

Life is busy, we get that. Sign up for our monthly AIR MILES® guide and let the rewards come to you.

8. How can I update my mailing address or personal information?

Collectors can change their personal information on-line at airmiles.ca or by calling the Customer Care Center at 1-888-AIR MILES (247.6453).

9. I have lost my AIR MILES card. Did I lose the reward miles I have earned? How can I get a new card?

The reward miles earned are not lost. If you are the primary card owner, simply call the AIR MILES Service Center at 1-888-AIR-MILES (247.6453). They will locate your card number and send you a replacement card.