



The AMBASSADOR PROGRAM of CLUB OLAY Terms & Conditions

1. AMBASSADOR PROGRAM

The AMBASSADOR PROGRAM of CLUB OLAY (“AMBASSADOR PROGRAM”) is part of the reward programs of The Procter & Gamble Company, One Procter & Gamble Plaza, Cincinnati, Ohio, United States of America, 45202 and its affiliates (hereby referred as “CLIENT”). The use of the AMBASSADOR PROGRAM is exclusively for eligible CLUB OLAY members (“AMBASSADOR” or “AMBASSADORS”) who are legal residents of the 50 United States or the District of Columbia, are at least the age of majority in their state/jurisdiction of residence at time of enrollment and can enter into legally binding agreements. The terms and conditions relating to the use of the AMBASSADOR PROGRAM are set out below and exist in conjunction with (a) the [olay.com](#) Shop Policy and (b) the [Terms of Use](#) for Procter & Gamble Web Sites. Corporations or other entities or organizations of any kind are not eligible for the AMBASSADOR PROGRAM.

1.1 How to Join the AMBASSADOR PROGRAM

To become a member of the AMBASSADOR PROGRAM and have access to AMBASSADOR PROGRAM specific opportunities, points, and rewards, you must have an active CLUB OLAY account, and be accepted through the AMBASSADOR PROGRAM application. The application for the AMBASSADOR PROGRAM can be found in the CLUB OLAY MEMBER REWARDS dashboard at <https://www.olay.com/rewards>. Once you have been accepted into the AMBASSADOR PROGRAM and accepted these Terms and Conditions, you will be an AMBASSADOR. Only the individual named as the primary account holder will be registered as an AMBASSADOR who can accrue AMBASSADOR PROGRAM Points (“POINT” or “POINTS”) set forth in Section 3. Limit one (1) account per AMBASSADOR.

1.2 Acceptance of Terms & Conditions

By accessing and applying for the AMBASSADOR PROGRAM, or specifically clicking the “I AGREE, “REGISTER”, and/or similar buttons, you expressly indicate your acknowledgment and acceptance of these AMBASSADOR PROGRAM Terms and Conditions and the Procter & Gamble [Privacy Policy](#).

1.3 Acceptance of Electronic Communication

By registering for the AMBASSADOR PROGRAM, you provide your express consent to receive electronic communications, including promotional emails and redemption

confirmation emails, and you agree that such electronic communications satisfy any legal requirements.

You can unsubscribe from promotion emails by clicking on the unsubscribe link found at the bottom of the electronic email communications. Unsubscribing from promotional emails does not affect your account status or POINTS.

You can remove yourself from the AMBASSADOR PROGRAM at any time either by clicking on <https://olay.com/contact-us/> or by calling 1-800-285-5170 and requesting to have your AMBASSADOR status removed. Please allow 14 business days to be removed after your request is submitted. Your CLUB OLAY account will still be active. Once you remove your AMBASSADOR status you will forfeit AMBASSADOR specific POINTS and opportunities.

1.4 Redemption Types and REWARDS

You can redeem POINTS for Olay Product discounts as REWARDS at Olay.com.

1.5 Use of the AMBASSADOR PROGRAM

You may only use the AMBASSADOR PROGRAM to make non-commercial, legitimate POINT redemptions, using points awarded for consumer, non-commercial purposes, made for the AMBASSADOR's personal use. You shall not use the SITE or the AMBASSADOR PROGRAM for any other purpose, including to make any speculative, false, or fraudulent POINT redemptions. By accessing and/or using the AMBASSADOR PROGRAM, you authorize the CLIENT to consider any person using your information a legitimate user. POINTS can be redeemed only by the AMBASSADOR personally. AMBASSADORS must ensure that their login details are not used illegally and accept all responsibility to do so. The CLIENT bears no responsibility for any consequences of illegal use of an AMBASSADOR's personal login details. The CLIENT reserves the right to refuse access to the SITE in cases it determines to constitute misuse.

CLIENT reserves the right to invalidate POINTS from an AMBASSADOR's account, with notice, if it determines, in its sole discretion, that such POINTS were improperly credited to such AMBASSADOR account, were obtained fraudulently, or are otherwise in violation of these Terms and Conditions. CLIENT reserves the right to require proof of accrual of POINTS and reserves the right to delay the processing or redemption of any POINTS without notice, in order to assure compliance with these Terms and Conditions.

1.6 Restriction on Use

The CLIENT can exclude AMBASSADORS who use the AMBASSADOR PROGRAM unlawfully or in violation of these Terms and Conditions.

2. Customer Service

For general questions related to the AMBASSADOR PROGRAM and the redemption types, visit <https://www.oly.com/contact-us>.

3. POINTS

3.1 Terms

AMBASSADORS may be eligible to receive POINTS as advertised by CLUB OLAY and/or the AMBASSADOR PROGRAM from time to time. Specific details of such POINTS will be provided at the time the offer is made.

Use of multiple email addresses to obtain additional POINTS is fraud and may result in prosecution. The use of automated software or computer programs to obtain POINTS or to otherwise participate in the AMBASSADOR PROGRAM is prohibited. Any individual who uses or attempts to use, or who the CLIENT suspects of using, such methods to redeem, will have their account voided. The CLIENT reserves the rights to restrict registrations from any IP address and/or email address, if suspicious activity is detected. The CLIENT reserve the right, at its sole discretion, to disqualify any participant from this program or any other promotion conducted now or in the future by CLIENT or any of its affiliates if the CLIENT determines that such individual has tampered with the program process, attempted to circumvent the terms of these Terms and Conditions, or has committed fraud or misconduct that has affected the integrity or fairness of this program.

Once POINTS have been redeemed for a REWARD, they are no longer valid for any subsequent redemption and they may not be returned or reinstated to AMBASSADOR's account for any reason.

3.2 Participation

Access to POINTS and REWARDS is free, but in order to gain such access, you must be a registered and active CLUB OLAY MEMBER, an approved AMBASSDOR, and in good standing on the SITE. As an AMBASSADOR, you will receive additional ways to earn POINTS to redeem for REWARDS. You can participate in select actions to gain or redeem POINTS including, but not limited to, typical CLUB OLAY earning

opportunities (i.e., making a purchase on olay.com), participating in surveys and polls, answering single-questions requests, uploading receipt, providing your birthday, leaving ratings & reviews, taking CLIENT specified acts on social media and creating an account, and participating in other potential AMBASSADOR specific opportunities.

POINTS and REWARDS are subject to any specific terms and conditions applicable to the activity as set out on the SITE and these Terms and Conditions. POINTS and REWARDS have no cash value and are not exchangeable for cash.

The POINTS and REWARDS structure is subject to modification or limitation at any time, with or without notice, in CLIENT's sole discretion, including, without limitation, the right to establish additional means of accruing POINTS and REWARDS, the right to modify and delete any or all of the recognized means of accruing POINTS and REWARDS existing at any given time, the right to change the POINTS and REWARDS available (including the value and types of POINTS and REWARDS, and the POINTS and REWARDS redemption terms), and the right to exclude specific types of transactions from POINT and REWARDS eligibility. POINTS and REWARDS can only be awarded for consumer, non-commercial purposes, made for the AMBASSADOR's personal use. The CLIENT reserves the right to correct clerical or typographical errors in promotional materials.

3.3 No Conversion of REWARDS or POINTS

REWARDS and POINTS cannot be assigned, transferred, redeemed for cash or substituted.

3.4 POINTS Expiration

If the program is terminated, any POINTS in your account or available to you prior to such termination will expire 12 months after inactivity, and your access to the program and its features will automatically terminate at Olay's sole discretion.

Additionally, when an AMBASSADOR has not engaged in CLUB OLAY and AMBASSADOR PROGRAM point activity associated with that AMBASSADOR account (through earning opportunities or redemption) for 12 months or more, all unredeemed POINTS will expire.

3.5 POINTS Redemption

CLUB OLAY and AMBASSADOR PROGRAM POINTS may be redeemed as REWARDS for Olay product(s) during checkout on olay.com at its sole discretion. You are eligible to redeem POINTS for cash off towards the purchase of Olay product. You



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will receive \$10 off when you redeem 1,000 points, \$35 off when you redeem 3,000 points, and \$75 off when you redeem 5,000 points. The retail value of the reward does not count towards the free shipping threshold. POINTS themselves have no cash value and can only be redeemed for Olay product on olay.com

4. Personal Information

4.1 Processing of Personal Information

CLIENT processes personal information as required to operate the AMBASSADOR PROGRAM as explained in these Terms and Conditions and CLIENT's [Privacy Policy](#).

4.2 Confidentiality of Credentials

Access to and use of password protected and/or secure areas of the CLUB OLAY and the AMBASSADOR PROGRAM is restricted to authorized persons only. Unauthorized individuals attempting to access these areas of the CLUB OLAY and/or the AMBASSADOR PROGRAM may be subject to prosecution. You are responsible for maintaining the confidentiality of your credentials, including your account and password, and for restricting access to your computer to prevent unauthorized access to the CLUB OLAY and the AMBASSADOR PROGRAM. You agree to accept responsibility for all redemption and other activities that occur under your account or password. You should take all necessary steps to ensure that the credentials are kept confidential and secure and should inform CLIENT's Customer Service team at <https://olay.com/contact-us/> or 1-800-285-5170 immediately if you have any reason to believe that your password has become known to anyone else, or if the password is being, or is likely to be, used in an unauthorized manner. CLIENT may suspend or terminate any account if CLIENT suspects, in its sole discretion, that any AMBASSADOR or other person has engaged in fraudulent activity in connection with the AMBASSADOR PROGRAM.

4.3 Use of Provided Information Related to Social Media Handles

By sharing your social media handles with CLIENT and clicking "I Agree" on the applicable tile on the AMBASSADOR PROGRAM application, you agree to: (1) allow CLIENT to track all content that you create in the future on the applicable social media platforms that you tag **#OLAYClub** and **#OLAYPartner** or **#OLAYAmbassador** in; and (2) repost or amplify such content on the applicable social media platform. You can opt out of social media tracking at any time either by visiting



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<https://olay.com/contact-us/> or by calling 1-800-677-7582 and requesting to have your social media handles removed from tracking.

5. No Warranty

The CLIENT does not warrant or represent that the content on the SITE is complete or up-to-date. The CLIENT is under no obligation to update any content on the SITE. The CLIENT may change the content on, or make improvements or changes to, the SITE at any time without notice. The information, products, and descriptions of POINTS or REWARDS and other services published on the SITE may include inaccuracies or typographical errors, and to the extent permitted by law, the CLIENT specifically disclaims any liability for such inaccuracies and errors.

6. Limitation of Liability

You agree that CLIENT and its affiliates and any of its respective officers, directors, employees, or agents will not be liable, whether in contract, tort, strict liability or otherwise, for any indirect, punitive, special, consequential, incidental or indirect damages (including without limitation lost profits, cost of procuring substitute service or lost opportunity) arising out of or in connection with the use of the SITE or the AMBASSADOR PROGRAM, or with any delay or inability to use the SITE or a linked website, even if they have been made aware of the possibility of such damages. This limitation on liability includes, but is not limited to, the transmission of any virus which may infect your equipment, failure of mechanical or electronic equipment or communication lines, telephone or other interconnectivity problems, unauthorized access, theft, operator errors, strike or other labor problems or any force majeure. CLIENT cannot and does not guarantee continuous, uninterrupted, or secure access to the SITE or the AMBASSADOR PROGRAM.

6.1 Legal Remedies

CLIENT reserves the right to seek all remedies available at law and in equity for any misuse of the SITE or the AMBASSADOR PROGRAM and/or violations of these Terms and Conditions, including the right to block access from a particular internet address and to exclude you from accessing the AMBASSADOR PROGRAM.

7. Subcontracting

You expressly acknowledge and agree that neither CLIENT nor any of CLIENT's subcontracting partners will have any liability to you to the maximum extent permitted by law, and, in particular, that the limitation of liability under Section 6 above will apply as between you and any of these parties to their benefit. CLIENT's subcontracting partners are



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not a party to any contract with you and/or with a merchant in relation to the AMBASSADOR PROGRAM.

8. Copyrights and Trademarks

The trademarks, logos, and service marks (collectively "MARKS") displayed on the CLUB OLAY and/or the AMBASSADOR PROGRAM are the property of CLIENT or of the merchant or other third party, as the case may be. You are prohibited from using any MARKS for any purpose including, but not limited to, the use as metatags on other pages or sites on the World Wide Web without the written permission of CLIENT or such other party which may own the MARKS. All information and content including any software programs available on or through the SITE (collectively "CONTENT") is protected by copyright. You are prohibited from modifying, copying, distributing, transmitting, displaying, publishing, selling, licensing, creating derivative works or using any CONTENT available on or through the SITE for commercial or public purposes.

9. Updates to Terms and Conditions

These Terms and Conditions may be updated from time to time, at the sole discretion of the CLIENT. Any changes will become effective upon our posting of the revised Terms and Conditions on the SITE. We will provide notice to you if these changes are material and, where required by applicable law, we will obtain your consent. This notice will be provided by email and/or by posting notice of the changes on the SITE.

10. Governing Law

These Terms and Conditions are governed by the laws of Ohio. You hereby consent to the exclusive jurisdiction and venue of the courts in Ohio in all disputes arising out of or relating to the use of this SITE. As a consumer, you will benefit from any mandatory provisions of the law of the country in which you are resident. Nothing in these Terms and Conditions, including reference to this governing clause, affects your rights as a consumer to rely on such mandatory provisions of local law. Last updated: April 21, 2026