

## Vivid Points Program – Miles

### 1. Prerequisites

- Vivid Money customers who are German residents are entitled to participate in the Vivid Points Program – Miles.
- The percentage of cashback you can get depends on your Vivid Money plan (Prime or Standard) and whether or not you have already registered with Miles. The exact percentage of cashback applicable to you will be shown to you in the Vivid App.

### 2. How to get cashback with Vivid and Miles?

- The cashback granted is a percentage of the gross amount of the value (including VAT) of a ride purchased from Miles Mobility (“Miles”) via the Vivid App (the “**Transaction Value**”). With ‘purchasing’ we mean any successful transaction with your Vivid card which was not reversed.
- Customers receive this cashback in the form of reward points from Vivid Money (“**Vivid Points**”). Each Vivid Point is worth EUR 1.00. Please see [here](#) for more information about our Vivid Points. These Vivid Points Program terms and conditions apply to any Vivid Points granted to you as part of the Vivid Points Program – Miles.
- Please be aware that you will only be eligible for the cashback if you follow all steps of the Vivid Points Program - Miles described to you in the Vivid App. These steps include but are not limited to the requirement that you have been registered with Miles, have chosen your Miles-ride in the Vivid App and have paid for your ride with your Vivid card.
- The cashback only applies to the Transaction Value and does not apply to any periodic subscription fees, penalties, taxes, additional fees, and similar surcharges or cancellation fees paid by you to Miles. Under certain circumstances, additional requirements imposed by Miles may apply.
- All other relevant information in relation to the conditions of the Vivid Points Program – Miles and your eligibility for cashback are shown to you in the Vivid App.

**Please be aware that the amount of cashbacks is subject to change without notice at Vivid’s Money sole discretion and that Vivid Money may at any time terminate the Vivid Points Program – Miles (and/or your participation therein).**

### 3. Cashback – further conditions



- The amount of cashback is calculated as a percentage of the Transaction Value in Euro and will be credited to your Reward Pocket in Vivid Points. Should any amendments be made after the booking, the amount of Vivid Points will be adjusted accordingly and will be calculated based on the final Transaction Value.
- The Vivid Points are credited to your Rewards Pocket within a few minutes after the ride is paid by Vivid Card.
- When purchasing services from Miles, a contractual relationship exists exclusively between you and Miles. Vivid Money is not responsible for the performance and behaviour of Miles or the products or services purchased by you from Miles. Please refer to the [Miles customer service](#) for any questions or complaints in relation to the products or services purchased from Miles.
- If the authorization for a Transaction for which Vivid Points have been credited to the customer is cancelled or if a Transaction for which Vivid Points have been credited to the customer is reversed, as well as in the event of misuse or fraud by the customer, Vivid Money reserves the right to cancel the corresponding Vivid Points. Vivid Money also reserves the right to amend the Vivid Points accordingly if the Transaction amount changes after the Vivid Points have been credited to the customer.
- In the event of incorrect credits of Vivid Points to the customer's Reward Pocket for technical reasons, Vivid Money reserves the right to amend the corresponding Vivid Points in order to rectify the incorrect credits.
- Cashback is non-transferable, non-cumulative, cannot be exchanged for cash or other products unless otherwise stated.