



Policy & Procedure

Title	Loss Prevention 13 - Team Member Discount
Purpose	This policy outlines the guidelines for Team Member discount use to ensure it is applied consistently and responsibly. Proper use of the Team Member discount supports company standards, prevents misuse, and protects the integrity of Rally House's pricing and inventory practices.
Who Does This Impact	Campus Head Coach Head Coach Assistant Coach Coach in Training Team Captains Teammates Field Leaders
Definitions	Team Member Discount: A discount provided to active Rally House team members for eligible purchases made in-store or online.
General Policy	• Active Rally House team members are eligible for a Team Member discount on merchandise purchased in-store or online. • Team Member discount privileges are for personal use only and may not be transferred to any other individual. • Team Member discount privileges are terminated immediately upon separation from Rally House.
Team Member Discount Guidelines	• Team members receive 40% off merchandise in-store and online. • Gift cards are not eligible for the Team Member discount. • Additional item exclusions may apply. • During Hot Market events: ○ Discounts are allowed for hot market merchandise, but the merchandise must be at the store for at least 3 days before the discount can be applied. • Team Members may purchase unlimited Rally House branded apparel for personal use using their Team Member discount, and these purchases do not count toward quarterly totals.
Team Member	• Team Member discount usage is limited per calendar quarter: ○ January – March:



Policy & Procedure

Discount Limits

- Ticketed Price Total: \$1,250
 - Discount Total: \$500
 - Purchase Limit: \$750
- April – June:
 - Ticketed Price Total: \$1,250
 - Discount Total: \$500
 - Purchase Limit: \$750
- July – September:
 - Ticketed Price Total: \$1,250
 - Discount Total: \$500
 - Purchase Limit: \$750
- October – December:
 - Ticketed Price Total: \$2,500
 - Discount Total: \$1,000
 - Purchase Limit: \$1,500
- Once a team member reaches their quarterly limit:
 - The discount is automatically removed from their profile.
 - The Team Member will receive an automated email notification.
 - The discount is reset at the start of the next quarter.
- Team Members may view their discount usage in NetSuite under the “Team Member Discount Profile” located on your employee record page.

Transaction Requirements

- A Team Captain, Assistant Coach, Head Coach or Campus Head Coach are able to ring team member discount transactions.
- Team members provide the email address associated with their NetSuite customer profile or use their Rally Pass wallet card.
- The discount will automatically apply for eligible team members.
- If the discount does not apply:
 - Verify that the correct email is linked to the customer profile in NetSuite.
 - Check the “Team Member Discount Profile” to confirm eligibility.
- Do not apply a manual discount if the Team Member discount does not apply automatically.
- When shopping at a Rally House store that is not their home store, the Team Member will show their ID to the cashier to confirm their identity.



Policy & Procedure

Usage Expectations & Requirements	• The Team Member discount may only be used for personal purchases or gifts. • Purchases must be made using the team member's own funds. • Team members may not be reimbursed by another individual. • Team members may not: ○ Use another team member's discount. ○ Ask another team member to make a purchase on their behalf. ○ Ring their own transactions, returns, or exchanges • All Team Member discount purchases must be completed while off the clock.
Merchandise Handling Requirements	• Merchandise purchased with a Team Member discount may not be: ○ Resold for profit. ○ Traded online. ○ Returned or exchanged at another retailer. • For Consumable items: ○ Attach the original receipt or ○ Label with: ▪ Date ▪ Item (SKU) ▪ Team Member name
Violations	• Misuse of the Team Member discount is a violation of company policy. • Violations may result in disciplinary action, up to and including termination.