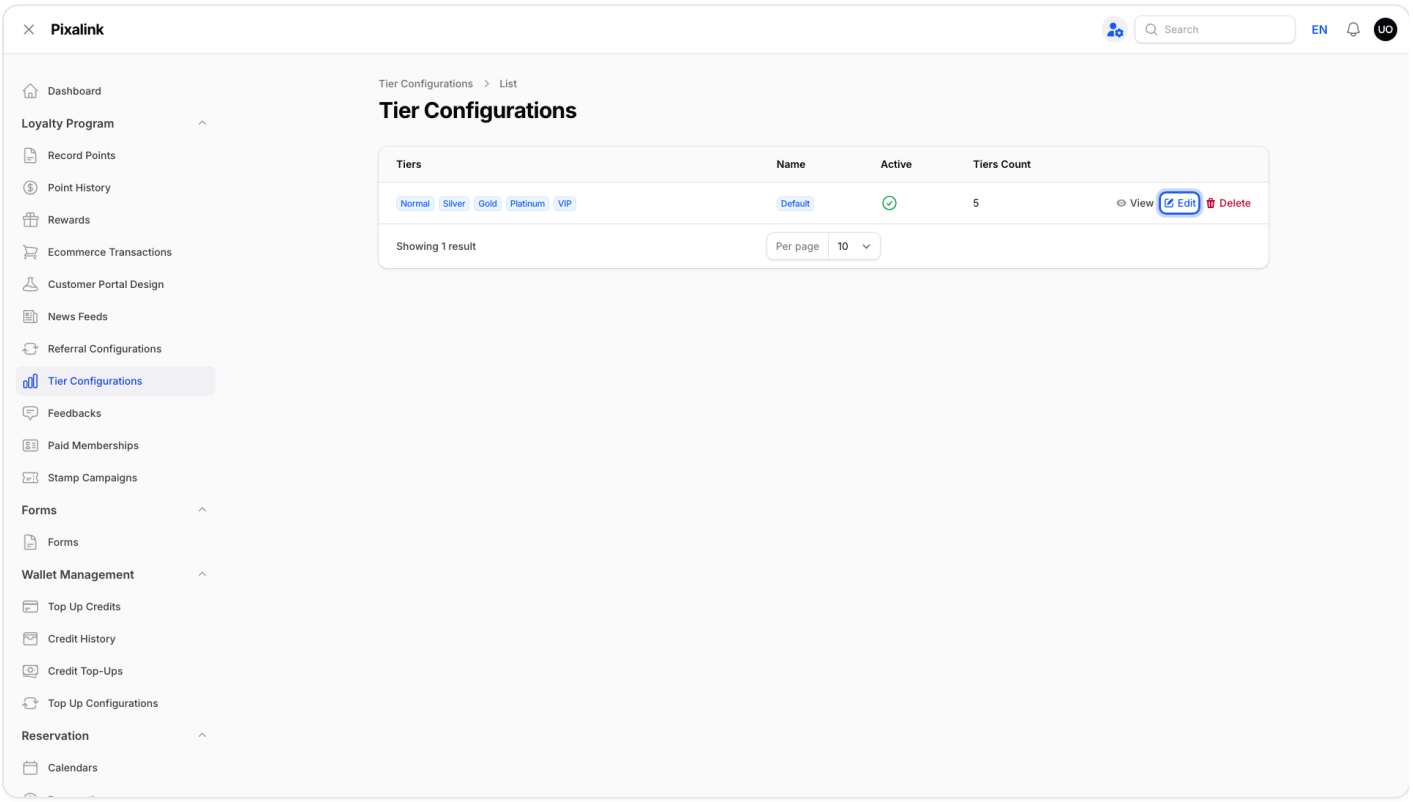
Deleting a Tier Explained: What Happens to Your Members

What Is This?

A tier's **Delete** button only appears when no members are on it, so nobody loses their tier by accident. This page shows what goes with the tier, what stays, and how to empty it first.

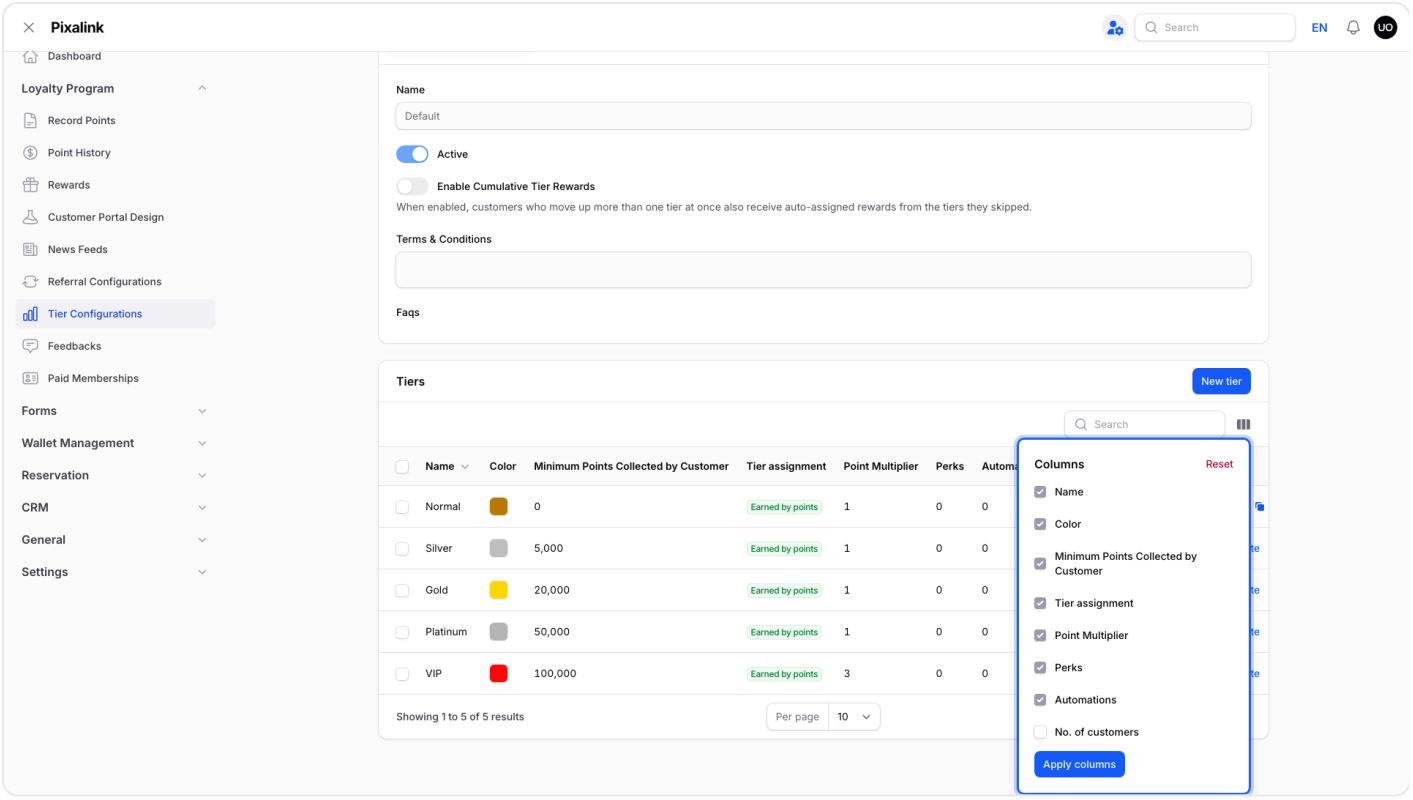
How It Works

Go to **Loyalty Program → Tier Configurations**, then click **Edit** on your tier programme. The **Tiers** table is at the bottom of the page.



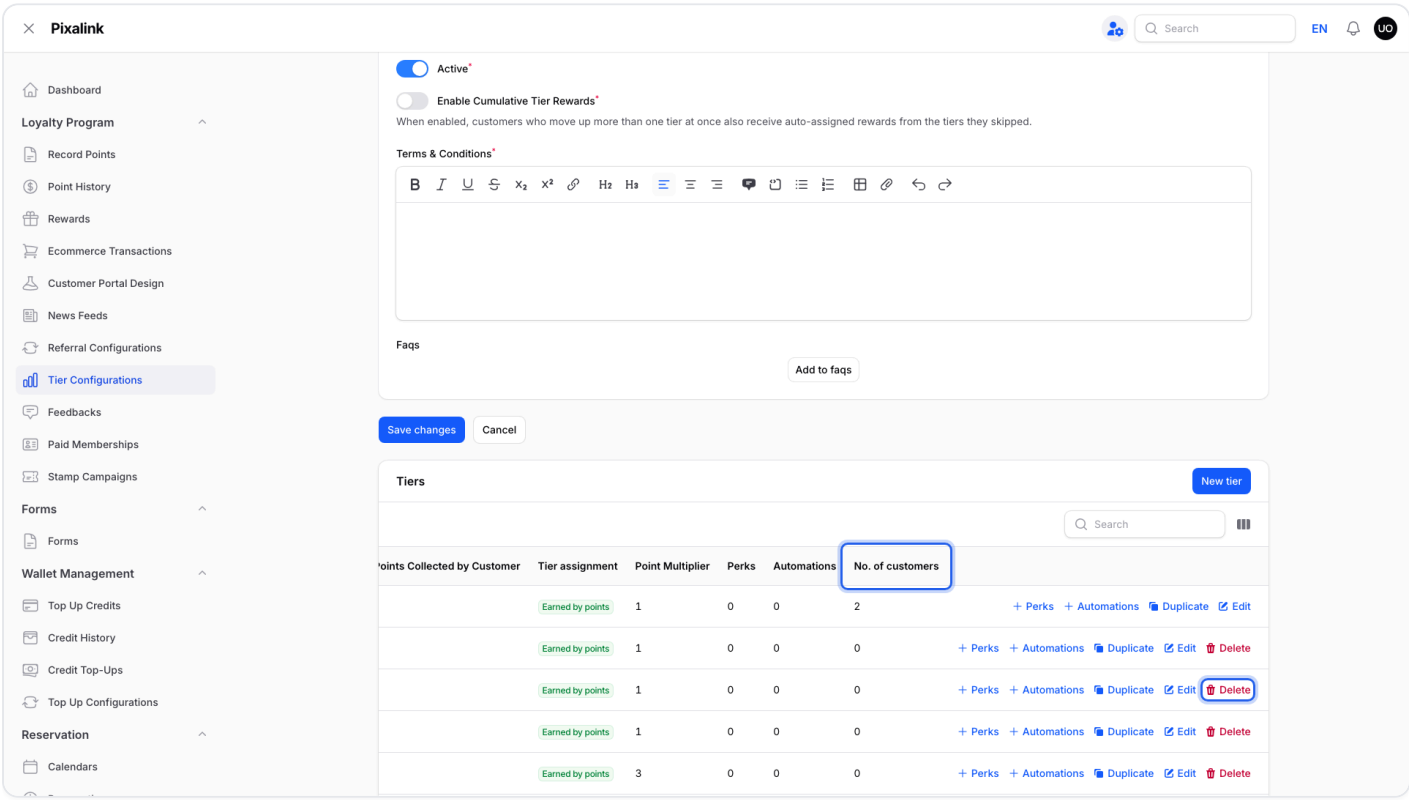
Each tier is a badge in the Tiers column.

The member count is hidden at first. Click the columns icon beside **Search**, tick **No. of customers**, then click **Apply columns**.



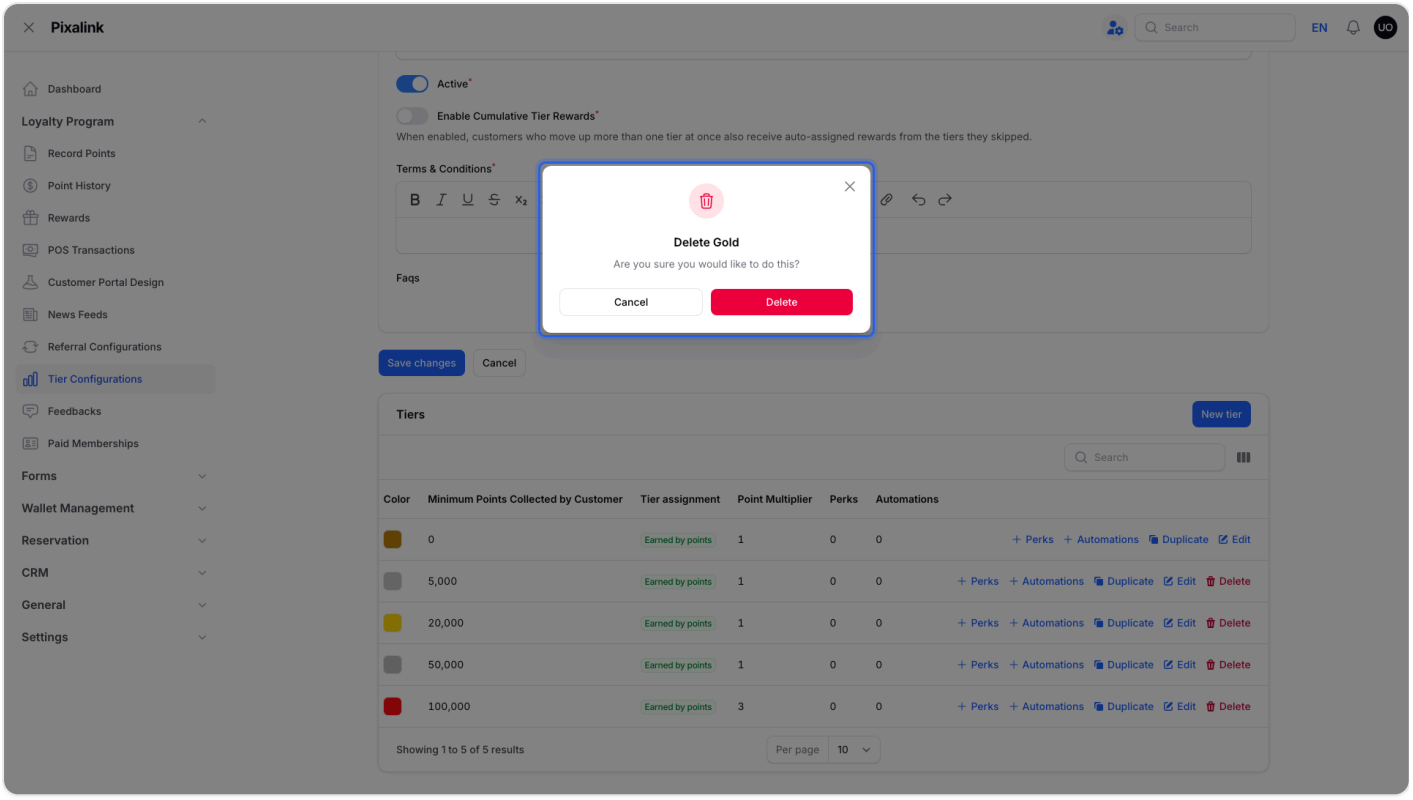
No. of customers shows how many members are on each tier right now.

A tier shows **Delete** only when its count is 0. A tier with members has no **Delete** button.



Normal has 2 members, so it has no Delete button. Gold has 0, so you can delete it.

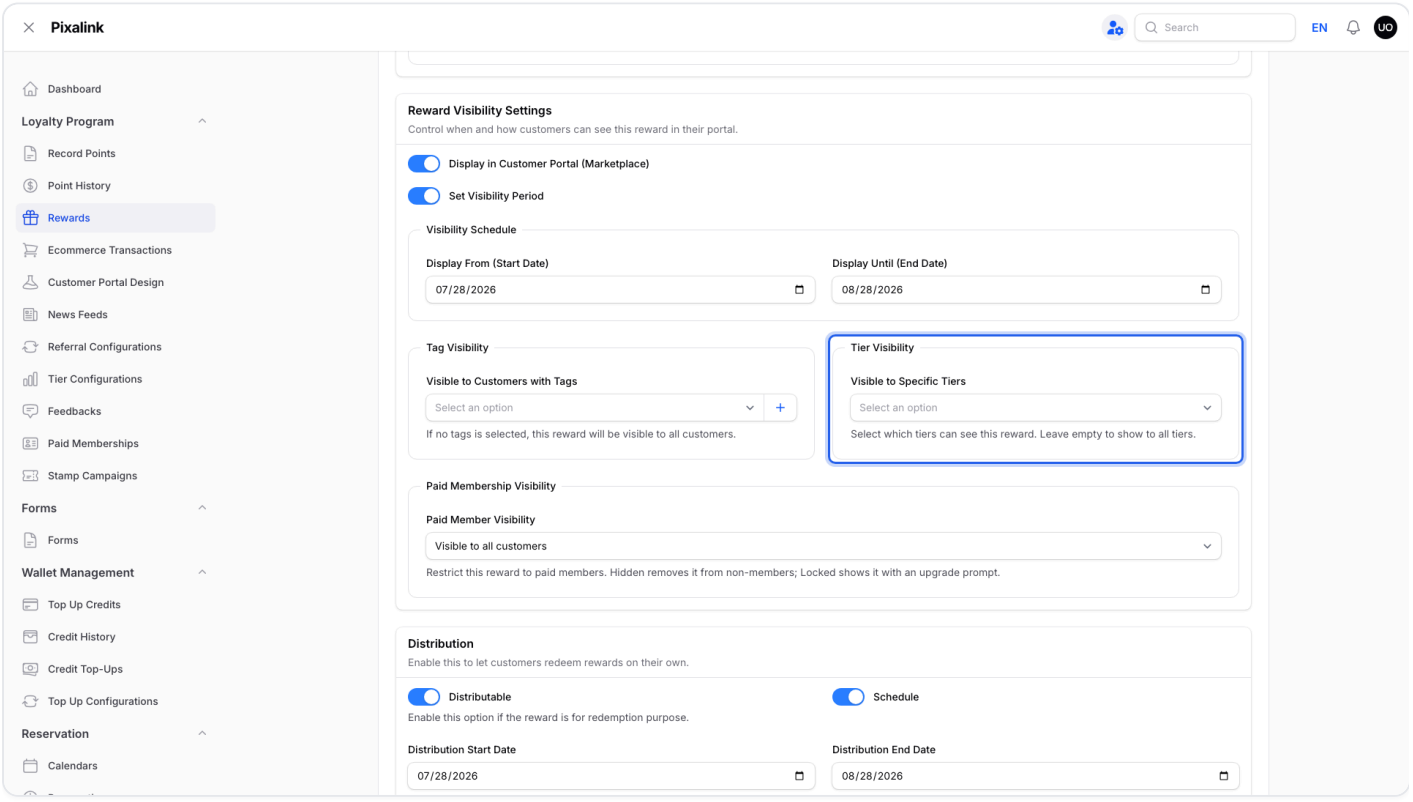
Click **Delete** on the empty tier, then click **Delete** again to confirm.



There is no Restore button after you confirm.

What goes with the tier

- Its **Perks**.
- Its **Automations**: Assign Reward Automatically, Birthday Voucher and Eats365 Member Plan. The tier's birthday voucher stops.
- Rewards that show only to that tier. A reward whose **Visible to Specific Tiers** lists only this tier is hidden from every customer.



Change this on each tier-only reward's Settings tab before you delete the tier.

What stays

- Vouchers your members already received stay in their accounts.
- **Terms & Conditions** and **FAQs** belong to the whole tier programme, so they stay.
- Points stay. Deleting a tier never changes a member's points.

How to empty a tier

Go to **Customers**, filter by **Tier**, and edit each member. Pick their new **Tier**. Pixalink ticks **Fixed Tier** for you, so they stay there.

If you untick **Fixed Tier**, the member goes back to the tier their points earn. That can be the tier you're trying to empty.

> **Warning**
>
> The red **Delete** button at the top of the Edit Tier Configuration page deletes the whole tier programme. All its tiers are removed, every member on them loses their tier, and their Fixed Tier is cleared.

> **Caution**
>
> Don't tick tiers and use **Delete selected** to remove a tier that still has members. It doesn't check for members. Those members are left with no tier. Members who earn tiers by points get one back only when Pixalink recalculates them, for example when their points change. Fixed Tier members stay without one.

Real-Life Example

Farah runs a recreation club. She wants to move her Gold members to a paid membership, and worried that deleting Gold would strip them. She turned on **No. of customers** and saw 40 members on Gold, with no **Delete** button. She typed the benefits on the paid membership's **Benefits** tab, then moved each member. When Gold showed 0, she deleted it. Every member kept their points and vouchers.

Good to Know

- Tier perks don't copy to a paid membership. Type them again on its **Benefits** tab.
- Moving a member to a new tier can send them that tier's notification and its Assign Reward Automatically voucher, if you set those up.

Need Help?

If you deleted a tier by mistake, there's no Restore button in the admin panel. Contact Pixalink support with the tier name and the time you deleted it, and we'll check whether it can come back. If you have hundreds of members to move off a tier, ask us before you start.

What's Next?

- How to Set Up Loyalty Tiers (https://kb.pixalink.io/articles/how-to-set-up-loyalty-tiers)
- Paid Memberships (https://kb.pixalink.io/articles/paid-memberships)
- Tier Vouchers and Minimum Spend Explained (https://kb.pixalink.io/articles/tier-vouchers-and-minimum-spend-explained)