

## Reward Scheme Terms and Conditions

### **The Card**

- (a) Use of the Cucumbers Limited Customer Reward Card (hereafter referred to as "the Card"), shall constitute your acceptance of these Terms & Conditions.
- (b) Cucumbers Limited ("Cucumbers") reserves the right to vary these Terms & Conditions or to substitute or withdraw the Customer Reward Scheme ("the Scheme") by writing to customers (by letter or email) and/or by giving notice, which will be displayed on site at Cucumbers, Macclesfield.
- (c) Use of your Card or any Card issued under a Scheme replacing this Scheme shall constitute your acceptance of the varied and/or new Terms & Conditions.
- (d) Your Card is not a credit, debit or cheque guarantee card, and cannot be used as such.
- (e) Cards are not transferable. They must be signed on the back by the Cardholder and used only by the person who has signed them.

### **2. Receiving the Card**

- (a) Cucumbers reserves the right to refuse any application or request for a Card at its sole discretion.
- (b) Once you receive a reward card with please sign the Card.
- (c) If at any time your contact details change, it is your responsibility to advise Cucumbers in order that they can update their records.

### **Earning stamps and rewards**

- (a) You must present your Card at the time of delivery of your order to qualify for a stamp.
- (b) If you seek a refund in respect of any product purchased, you must present your Card so that any stamps issued at the point of delivery can be removed from your Card.
- (c) Cucumbers reserves the right to change the rate of awarding stamps and the type of qualifying purchases, upon giving notice in writing and/or as displayed on site at Cucumbers, Macclesfield.

### **4. Special Promotions**

- (a) Cucumbers may introduce, from time to time, special promotions, enabling the Cardholder to collect 'bonus stamps'
- (b) These promotions will be at the sole discretion of Cucumbers and may be time/availability restricted.
- (c) Cucumbers can set a limit on the number of stamps awarded to each card in respect of special promotions.
- (d) Additional Terms & Conditions to those contained herein may apply.

### **5. Redeeming your Points**

- (a) Your Card can only be used at Cucumbers, Macclesfield.
- (b) Rewards can be redeemed on the collection of 6 stamps, and then again at the collection of 12 stamps.
- (c) Only 1 reward can be claimed per order, rewards cannot be saved up to use in bulk at anytime, but instead rewards must be claimed individually.
- (d) Cucumbers reserves the right to revise the 'value' of stamps, how they can be redeemed and the rewards included in or excluded from the Scheme.
- (e) Points cannot be redeemed for cash.

### **6. Issuer's Rights**

- (a) The Card is issued by and remains the property of Cucumbers Limited.
- (b) Cucumbers reserves the right to withdraw the Card at any time or refuse to renew or replace the Card. Any stamps balance on withdrawn Cards will be lost.
- (c) Reasons for withdrawal or non-replacement of Cards may include (but are not restricted to) – any abuse or attempted abuse of the Scheme; any use or attempted use of a Card or points in a manner which is contrary to the Terms & Conditions; any reasonable suspicion of dishonesty on the part of the Cardholder, in connection with the Scheme; any reason that the Cardholder has been barred from Cucumbers.
- (d) You must surrender the Card to Cucumbers upon request.

(e) If you have not used your card for at least 3 months, Cucumbers reserves the right to cancel the Card, with any stamps balance lost.

#### **7. Cancelling a Card or Reporting it Lost or Stolen**

- (a) Cardholders are responsible for the safekeeping of their own Cards.
- (b) Cucumbers Limited accepts no liability for the loss of Cards or points.
- (c) If your Card is lost or stolen, please contact Cucumbers on 01625 615200. Any points used prior to the stop being placed may be lost. (Please note, there will be a charge of £0.50 for a replacement card.)
- (d) You may cancel your Card at any time.

#### **8. Data Protection**

- (a) Personal data supplied by an applicant or a Cardholder will be held and processed by computer or otherwise by Cucumbers to operate the Cardholder's account; to confirm, update and enhance Cucumbers customer records; for statistical analysis; and to establish any Cardholder's identity.
- (b) In each case, the processing may continue after the Agreement has ended.
- (c) Where a Cardholder has provided an email address, statements may be sent by email and/or post.
- (d) Cucumbers may use information about any applicant or Cardholder to send the applicant or Cardholder information about other goods, services and/or promotions offered by Cucumbers, which Cucumbers believes may be of interest to the applicant or Cardholder.

#### **9. General**

- (a) These Terms & Conditions shall be governed by English Law and you submit to the exclusive jurisdiction of the English courts to settle any dispute arising out of or in connection with them, the Card or the Scheme.
- (b) The promoter of the Scheme is Cucumbers Limited, registered in England with Company Number 5820741, with registered address at Unit 0A18, Big Storage, Fence Avenue, Macclesfield, Cheshire, SK10 1LW.