

CUSTOMER LOYALTY CARDS - TERMS AND CONDITIONS

General Conditions:

The loyalty card is non-transferable and must be presented at the till at the time of purchase. The points gained will then be assigned to your account. Purchases prior to card-holder status will not accrue points.

Root One cannot be held responsible for unauthorised use of the loyalty card, or for lost or stolen vouchers.

For administrative reasons, purchases in the Cafe are excluded from the Garden Centre Loyalty Scheme. However we are pleased to draw your attention to our new Coffee Club Card that will allow you get free hot drinks. For more information please ask a member of staff in the Cafe.

Please notify us as soon as possible if you change your name, address or email address. These changes can be made by either emailing info@rootone.co.uk or by sending a letter.

Our responsibilities in respect of the loyalty scheme are as set out in these terms and conditions. These terms and conditions are subject to the laws of England and Wales.

Collecting Points:

1. To collect points for a purchase you must present your loyalty card at the main till before you pay. If you do not have your loyalty card with you, you will not be able to claim your points.
2. You will receive 4 points for every £1 you spend at the main garden centre till. Points are awarded after any discounts have been deducted from your shopping, and are awarded only on the final amount you actually pay.
3. If you have collected points on a product that you return, you will need to present your loyalty card at the same time so that your point tally can be adjusted accordingly. If you receive a credit note for returned goods, this will not affect your points tally.
4. A Root One gift voucher worth £10 will be automatically generated by our till system each time you have earned 1000 points on your account. i.e. spend £250 in order to get a £10 voucher. This can then be redeemed against future purchases at the main till in the garden centre.
5. The Loyalty card remains the property of Root One at all times, and we reserve the right to change or alter the terms and conditions of the operation of the scheme. If we decide to do so, we will seek to let you know in reasonable time by displaying notices in-store and on our web site.
6. Lost, damaged or stolen cards can be replaced for a small administration fee of £10.
7. Please note, Root One gift vouchers cannot be used to purchase National Garden Scheme gift vouchers. Other products may also be excluded from the loyalty scheme at our discretion. Where we exclude other products from the scheme, we will display notices in store and on our website www.root-one.co.uk.

Privacy Policy and Data Protection:

Any personal information we gather from you for the purposes of the administration of the scheme will be held securely by us in accordance with Data Protection law, and will not be passed on to any third party. We may seek to contact you by email to keep you

informed of any significant changes to the scheme, and to alert you to any special offers which we believe may be of interest to you. For instance we may decide to offer customers double points one weekend, and we would like to let you know about that if we do. If you do not want to receive these alerts please indicate on the space provided on your application form