

# THE REWARDS CLUB - TERMS & CONDITIONS

## WHAT IS THE REWARDS CLUB LOYALTY SCHEME?

- We want all our customers to love our products and to keep buying more but we know it takes more than just having great products for customers to keep buying from us. So, together with free standard UK delivery, we are now rewarding customers who buy from our website. On our loyalty programme where, subject to any promotional offering, every pound you spend with us is rewarded with 5 points. Once enrolled into our scheme these points will accumulate automatically and can be used against future orders on [www.vape-jucce.co.uk](http://www.vape-jucce.co.uk).

## HOW DO I EARN REWARDS POINTS?

- All new customers signing up to an account upon or after their first purchase from 1<sup>st</sup> October 2021 will be automatically enrolled into the reward points programme. Customers who opt for guest check out will only be enrolled when they opt to opening an account.
- All existing customers with an account will be enrolled into the reward points programme.
- Without an account, you cannot collect points.
- During promotional periods, additional points stated will be applied.
- Subject to any promotional period, when you place an order you will receive 5 points for every full £1 you spend on eligible products (delivery costs not included). For example, if you spend £25.99, you will earn 125 Rewards Points.
- Look out for special events where you can earn extra points, e.g. refer-a-friend (when available), your birthday (subject to correctly completed profile), and leaving product reviews. Please see specific terms below.
- Existing and new customers are eligible to join and benefit from the rewards programme.

## LOYALTY SCHEME TERMS & CONDITIONS

- The Rewards Club programme is only applicable to the website from 1<sup>st</sup> October 2021.
- Every customer who registers / or has an account is automatically enrolled into the programme and will be able to begin accumulating Reward Points.
- You can only acquire or use Reward Points when you are logged in to your account at [vape-jucce.co.uk](http://vape-jucce.co.uk).

- It is the account holder's responsibility to ensure that they are correctly logged in to their account when placing an order. Not being logged in means no Reward Points can be earned and added to an account.
- Only one account is allowed per customer.
- Any Reward Points allocated are personal to the account holder and cannot be transferred to any other person/account nor exchanged for cash.
- Galaxy Connect is not liable for Reward Points or loyalty scheme accounts that have been misused by the account holder.
- Guest checkout accounts are not eligible for Reward Points.
- Reward Points will not be applied retrospectively.
- Reward Points will be cancelled or deducted should any items be returned to us or where a refund is requested.
- The number of Reward Points you have accumulated can be checked within your account – you can log in at [vape-juce.com](http://vape-juce.com).
- You can choose to spend your Reward Points on the checkout page under the section marked 'Redeem Reward Points'.
- The points you earn from the order relates to the end price you pay for your order, minus any discounts.
- You cannot redeem Reward Points against any delivery costs.
- You will be rewarded with 5 Reward Points for every whole £1 that you spend in a single order (excluding any delivery fees paid).
- The redemption value per 5 Reward Points awarded is 5p. These points can only be redeemed on future orders.
- Existing customers before 1<sup>st</sup> October 2021 will be automatically enrolled into the The Rewards Club programme.
- Account holders will be awarded Reward Points when successfully posting a product review on [vape-juce.com](http://vape-juce.com).
- Reward Points awarded for a birthday is subject to the account being completed with a date of birth. Reward Points for birthdays will not be applied retrospectively.
- Any other eligible and qualifying discounts can and will be applied before Reward Points can be redeemed.
- Customers can choose to opt-out of the programme at any time by emailing [info@vape-juce.com](mailto:info@vape-juce.com).

- The scheme is for UK customers only.
- Galaxy Connect reserves the right to:
  - flag up, suspend or delete any account where the account holder is deemed to be abusing the Reward Points programme in any way. This includes but is not limited to setting up duplicate accounts at [vape-juce.com](http://vape-juce.com).
  - amend the value of Reward Points that you can accumulate as well as the redemption value of these points.
  - change the terms and conditions of the loyalty programme at any time without prior notice.
  - at any time without notice, end the scheme or decline any issue of membership.