



## LOYALTY CARD TERMS AND CONDITIONS

- The Loyalty Card is issued by and remains the property of Raw Hair & Beauty Ltd which reserves the right to withdraw the card at any time.
- Raw Hair & Beauty Ltd reserves the right to alter or amend the conditions of operation of the scheme at any time without notice.
- The Loyalty Card is to be used by one Client only per card.
- To qualify for a loyalty card stamp, the card must be presented at the till at the time of payment. To qualify your appointment must have been within 6 weeks of the last.
- Raw Hair & Beauty Ltd does not accept liability for lost, stolen or damaged cards.
- Raw Hair & Beauty Ltd reserve the right to take any appropriate action deemed necessary where it is found the cardholder has used the card in breach of these conditions or has been abused.
- Once 9 stamps have been collected in accordance with the terms and conditions, the Client will be given a complimentary Cut & Blow-dry. This will need to be booked and had within 6 weeks of the last stamp earned. Any appointment cancelled must be re-scheduled within this 6 week period or offer will be invalid.
- The complimentary cut & blow-dry may not be exchanged for any other service or product and cannot be used in conjunction with any other offer.
- A participant may not redeem stamps for cash.
- We may, at our discretion, replace any advertised reward with a similar reward.
- If, after purchasing goods or services on which stamps have been awarded, a participant subsequently obtains a refund from us for the goods or services (in accordance with statutory rights or any Raw Hair & Beauty Limited policy concerning refunds), at the time of the refund, the stamps awarded on the purchase will be removed from the participants Card. Similarly, if a participant obtains a refund on goods or services purchased in whole or in part by redeeming stamps, then all or part of the refund may be given by re-awarding the participant the stamps which they used.
- A participant may apply for a new Card if it is lost or stolen. The points balance at the time the Card was lost or stolen will (at our sole discretion) be transferred to the new Card.
- Any printed statements made by us, regarding the Scheme, form part of these terms and conditions.
- We may amend or terminate the Scheme or amend any of these terms and conditions (including the value of stamps), at any time.
- We will use our reasonable endeavor to notify participants one month before termination or amendment (although we have no obligation to do so) by one of the following methods telephone/text/email. Earning or redeeming points will constitute acceptance of the new terms and conditions.
- If we sell or transfer the Scheme to another company we may transfer all of our rights and obligations under these Rules without any further consent and may disclose or transfer all information we hold about participants to a prospective or actual new owner. Such a disclosure or transfer will not alter the rights of such participants in respect of the use that can be made of such information by such other company. You agree to a transfer of such data.
- These Rules shall not exclude or limit our liability for death or personal injury caused by our negligence. These Rules prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. These Rules are subject to the laws of England and Wales and the exclusive jurisdiction of the courts of England and Wales.
- We may, at our sole discretion, refuse to issue a Card and may withdraw a Card from a participant at any time. We may, at our sole discretion remove any or all participants from the Scheme at any time.