

## **Chard Plant & Garden Centre Loyalty Club**

### **Terms and Conditions**

#### **1. Introduction**

These Terms and Conditions govern membership of the Chard Plant & Garden Centre Loyalty Club ("Loyalty Club") and the use of your Loyalty Card. By joining the Loyalty Club, you agree to these Terms and Conditions.

#### **2. Eligibility**

Membership is available to individuals aged 18 years or over who are residents of the United Kingdom. Only one membership per person and email address is permitted.

#### **3. Membership**

Membership is free. Customers must provide accurate information when registering. The Loyalty Card remains the property of Chard Plant & Garden Centre.

#### **4. Using Your Loyalty Card**

Your card should be presented at the point of purchase to receive applicable rewards, offers and benefits. Transactions cannot normally be added retrospectively.

#### **5. Loyalty Rewards and Offers**

Benefits, rewards and promotions may change from time to time and may be withdrawn without notice.

#### **6. Lost, Damaged or Stolen Cards**

Please notify us if your card is lost or stolen. Replacement cards may be issued at our discretion.

#### **7. Returns and Exchanges**

Where a qualifying purchase is refunded, associated rewards or benefits may be adjusted or removed.

#### **8. Communications**

You may receive information about promotions, events and Loyalty Club updates. Marketing communications can be opted out of at any time.

#### **9. Data Protection and Privacy**

We process personal data in accordance with UK GDPR and the Data Protection Act 2018. We will not sell your personal information to third parties. Further details are available in our Privacy Policy at [www.chardgc.com](http://www.chardgc.com).

#### **10. Suspension or Termination**

We reserve the right to suspend or terminate memberships where fraud, misuse or breaches of these Terms and Conditions are suspected.

#### **11. Changes to the Loyalty Club**

We may amend these Terms and Conditions or withdraw the Loyalty Club at any time. The latest version will be available at [www.chardgc.com](http://www.chardgc.com).

#### **12. Limitation of Liability**

Nothing in these Terms excludes liability where it would be unlawful to do so. Subject to this, we are not liable for indirect or consequential losses arising from participation in the Loyalty Club.

#### **13. Governing Law**

These Terms and Conditions are governed by the laws of England and Wales.