



SP SERVICES (UK) LTD

International Supplier of Medical, First Aid, Paramedic and Emergency Rescue Equipment

(+44) 01952 288 999

www.spservices.co.uk

SP Services Loyalty Scheme: Terms and Conditions

1. SP Services Loyalty Scheme Conditions

The SP Services Loyalty Scheme (the “Scheme”) and benefits are operated by SP Services (UK) Limited, Bastion House, Hortonwood 30, Telford, Shropshire, TF1 7XT. Registered in England and Wales. Registered No. 03424705.

To get the latest Terms and Conditions or for general enquiries please call +44 1952 288 999 or check on www.spservices.co.uk

SP Services can cancel, withdraw or alter the scheme, including these Terms and Conditions, or any individual Loyalty Scheme account, at any time.

All Loyalty Schemes belong to SP Services.

The Loyalty Scheme is only valid to businesses based in the UK.

If we identify that you hold two or more Loyalty Scheme accounts, we may merge them into one account at our discretion and without notice.

SP Services can take any action it considers appropriate if we have reason to believe that you are abusing the scheme and offers.

Use of additional offers and benefits associated with your Loyalty Scheme account are subject to our discretion.

Members must register their details and keep SP Services informed of any changes.

SP Services cannot be held responsible for any loss of points or vouchers incurred as a result of out of date or incorrect details.

Accounts not active for over 3 months will be removed and any points or vouchers forfeited.

A person who is not a party to these terms and conditions shall have no right under the Contract (Rights of Third Parties) Act 1999 to enforce any term of these terms and conditions but this shall not affect any right or remedy of a third party which exists or is available apart from that Act.

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VAT No. GB 682 6179 05
Company No. 03424705
Registered in England
Registered Office: Bastion House
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Shropshire, TF1 7XT, UK

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2. Data Protection

We will not disclose your data to any third parties unless we are required or permitted to do so by law (for example, law enforcement agencies).

We will analyse your purchase history to provide you with relevant and personalised offers, information and advice.

3. Collecting Loyalty Scheme Points

After shopping online on www.spservices.co.uk your points will automatically be uploaded onto your Loyalty Scheme account within 5 days of your products being dispatched.

Online points promotions may not be available or may vary.

Check individual promotion details.

SP Services reserves the right to withdraw point's promotions/offers without notice.

The Loyalty Scheme is not transferable, cannot be copied and cannot be exchanged for cash.

The points cannot be used against outstanding or part payment invoices.

SP Services may decide to cancel the Loyalty Scheme or remove a member from the scheme at any time where there is reasonable belief of:

- Any abuse or attempted abuse of the scheme;
- Any breach or attempted breach of these terms and conditions and/or those relating to the optional elements of the scheme;
- Any behaviour relating to the Loyalty Scheme or SP Services (UK) Ltd, by supplying false or misleading information.

Loyalty Scheme accounts, points and vouchers cannot be transferred, bought, sold or in any way traded.

Members can choose to leave the scheme at any time.

By leaving the scheme members forfeit the right to any points or vouchers already accrued or issued.



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Members will be required to quote the Loyalty Scheme code with an order to redeem points against ensuing orders and these points will not be retroactively applied if this procedure isn't followed.

SP Services is entitled to remove points at any time if products are returned for any reason and a full or partial refund of the purchase price is given. This also applies to the exchange of products, unless the exchange is for products with an equivalent point's value.

Points awarded at the time of the transaction or vouchers already issued may be removed or cancelled if SP Services determines that the points were collected in breach of these terms and conditions or were awarded in error.

For the avoidance of doubt, any advice or actions of our staff that is contrary to these terms and conditions will not have the effect of changing these terms and conditions.

Members can redeem their points against ensuing orders.

4. Spending Loyalty Scheme Points

You must have enough points to cover the cost of the item; you cannot make a part payment of points towards a product or service.

Calculation of points is per item ordered and rounded down to the nearest (£) pound.

The current conversion value of points is one point equals one penny. For example: 1 item at £7.59 each = 7 points (7 pence).

We reserve the right to substitute or remove products and services available for points collection and redemption without notice.

Not to be used in conjunction with any other promotional offers or Framework Agreements.

5. Returning Goods

If you return a product for refund we will deduct the number of points collected from your Loyalty Scheme account.

If a product you buy with points is faulty, please return it to SP Services (UK) Ltd. If necessary we will re-credit your account with the right number of points. No cash refund will be given in these circumstances.

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