

Loyalty program [\[NAME WEBSHOP\]](#).

The rules

By using our loyalty program you can collect points for different products or discounts. The products you can save for may vary per season and are available while stocks last. The loyalty program is subject to the following terms and conditions, in addition to the regular terms and conditions.

General

It is possible to collect points per customer account. Points are only awarded to orders placed on our website. The points collected will be added to your customer account once the return period has passed. The collected points will be rounded down per order (excl. VAT and shipping costs). The collected points can be redeemed for available loyalty rewards against the specified number of points. If loyalty rewards have an incorrect number of loyalty points stated, we are entitled to cancel the delivery of the loyalty rewards. In case of cancellation, the points already spent will be returned to your customer account.

Validity period of loyalty points

There is no time limit on the use of loyalty points. The loyalty points can only be exchanged for loyalty rewards. Loyalty points are not transferable to other customer accounts and are not exchangeable for Euros or other currencies.

Delivery of loyalty rewards

You have the right to return a loyalty reward within 14 days of receiving the loyalty reward. The costs for returning loyalty rewards are at your own expense. If we receive the returned loyalty reward in undamaged condition, you will receive the exchanged loyalty points back in your customer account within 14 days of receipt of the loyalty reward.

We do not guarantee the availability of loyalty rewards. If loyalty rewards have been ordered by you, but after the order it appears that these products are no longer available, you will receive the loyalty points which were redeemed for the loyalty rewards back in your customer account.

Liability

If you suspect that an incorrect number of points have been redeemed or credited, you are obliged to report this to us in writing. We will assess the report. In case of a well-founded report, we reserve the right to undo credited or redeemed points.

Changes to loyalty rewards

We reserve the right to remove, change or add new loyalty rewards at any time. In addition, we reserve the right to change the number of loyalty points required for a loyalty reward.

Termination of Participation

You cannot automatically terminate your participation in our loyalty program. You automatically collect points with your customer account. We can only delete your customer account to end your participation. You can do so by informing us by email, your loyalty points will then permanently expire.

In the event of fraudulent activity, the provision of incomplete or incorrect information or any other violation of these terms and conditions, we may remove your loyalty points from your customer account. We have the right to terminate the loyalty program at any time, without giving any reason. As a result, all loyalty points will be lost and no more loyalty rewards can be ordered. We are in no way liable for your lost points in case of termination of the loyalty program.

Complaints

If you are not satisfied with the way in which we use the loyalty program in your situation, you can submit a complaint to us by sending an email to: [EMAIL ADDRESS]. We will process your complaint and respond within two weeks. If your complaint is justified, we will make every effort to undo the reason for the complaint.

Privacy

To use this loyalty program, we process your personal data. You can consult our privacy statement via this link: [LINK].

Terms & Conditions

These conditions can be unilaterally changed by us. The most up-to-date conditions can be found on this page.