

Terms and Conditions for Sandhill Nurseries
and Garden Centre customer loyalty scheme

Customer Loyalty Card

- This card is issued by and remains the property of Sandhill Garden Centre which reserves the right to terminate the scheme, decline to issue cards and on reasonable grounds withdraw or cancel points collected.
- All participants in the loyalty scheme must be residents of the UK and over 18 years of age.
- The points on the card are not transferable and are only redeemable by the card holder.
- Members can be removed from the scheme at any time at the discretion of Sandhill Garden Centre.
- Points will usually only be added to a valid card at the time of purchase. There may be specific occasions when we add points at our discretion.
- The terms and conditions of this scheme can be altered at any time. You can get a copy of the latest terms and conditions by asking in store for details.

Collecting points

- When you present your loyalty card you will receive the goods and services you have purchased along with your points. The number of points issued may vary between qualifying purchases.
- You must spend at least £1 to qualify for points.
- Four points will be awarded for every £1 spent in store but this can be altered by Sandhill Garden Centre at any time.
- The current redemption value of points is one point is equal to one penny. We reserve the right to vary the rate at any time.
- Points cannot be collected on Gift vouchers, Garden Buildings, Gas Bottles and Delivery Charges.

Spending points

- We reserve the right to make any product at any time exempt from the scheme.
- When you make a purchase using your points, these points will be deducted from your card.
- To spend your points simply select your product and inform the cashier that you would like to pay with your points.
- You must have your loyalty card present to redeem your points.
- Points are not redeemable on Gift Vouchers or Delivery Charges.

Returning Goods

- If you decide to return a product which you bought with cash, card or cheque, we will deduct the points from your loyalty card that you collected when you bought the product.
- If a product you buy with points is faulty, please return it and if necessary we will re-credit your account with the correct number of points.

Pensioner's discount

- In addition to the benefits of the loyalty scheme listed above pensioners are entitled to 10% discount on purchases every Tuesday.
- Discount excludes gift vouchers, special offers, garden buildings, greenhouses, calor gas and delivery charges.
- Pensioners Discount is applicable for the loyalty card holder only.

Your Information

- In submitting your application for our Loyalty scheme, you will have provided us with personal information, including your name, and contact details such as your address, telephone number and email address, which will be kept securely on our system.
- For more information on how we process your data, please see our privacy notice.