

CARD HOLDER DETAILS

First Name _____

Surname _____

Address _____

Postcode _____

Telephone _____

Mobile _____

Email _____

For office use only

Customer Privilege Card Number _____

RESPECTING YOUR PRIVACY

The information you supply will **NOT** be disclosed to any third parties, it is for the sole purpose of Hilltop Nurseries.

Please put a 'x' below if you are happy for us to contact you with information about goods or services or special instore promotions which we feel may be of interest to you.

Email Post

TERMS AND CONDITIONS

Please sign below to acknowledge that you have received a copy of the Terms and Conditions for the Hilltop Nurseries Privilege Card.

Signed _____

Date _____

Welcome...

As a Hilltop Nurseries Privilege Card holder you are now entitled to receive a 5% discount* on anything that grows when you spend over £25 at our Garden Centre!

In addition to your discount you will automatically receive our free monthly newsletter via email, which will inform you of offers, special events, what's hot on the gardening scene and our seasonal planting tips.

As a valued customer we are also keen to hear about your gardening successes and interest...why not follow us on facebook or twitter, join our gardening network and have your say.

Lesley x



Hilltop
Nurseries

Passionate about plants

*Available on everything that grows. Not in conjunction with any other offer. T&C's apply.

Lambley Lane, Gedling, Nottingham NG4 4PB T 0115 9612054 E lesley@hilltopnurseries.co.uk www.hilltopnurseries.co.uk

TERMS AND CONDITIONS (Created 30.04.14.)

These are the terms and conditions which apply to your membership of the Hilltop Nurseries Privilege Card and the discount on purchases made using your Privilege Card.

- The Privilege Card enables you to receive instore discounts when paying for goods on presenting your Privilege Card on selected items.
- The Privilege Card membership is promoted by Hilltop Nurseries and is available to all persons who submit a completed application form and are accepted for a Privilege Card.
- The Privilege Card membership is entirely at our discretion, and accordingly, we reserve the right to refuse any applications.

GENERAL

- Your Privilege Card membership starts when your account is opened or when we determine the membership is available to you.
- Your Privilege Card membership ends when your account is closed or when we determine that it is no longer in operation.
- All Privilege Card holders must have a valid UK postal address and/or email address and be over the age of 16.
- One Privilege Card per customer. Multiple accounts or cards are not allowed.
- Privilege Cards are for the Hilltop Nurseries store only.
- A Privilege Card can only be registered for personal use.
- Hilltop Nurseries determine the particular products and transactions that discount is applied to, all of which is subject to change at our sole discretion.
- Privilege Card holders cannot add money to their card; it is a promotional Privilege Card and not a cheque guarantee, debit or credit card.
- Privilege Card holders must notify Hilltop Nurseries of any changes to their contact details. Please notify us by email at: lesley@hilltopnurseries.co.uk or call us on 0115 9612054.
- We reserve the right to immediately suspend and/or close any Privilege Card holders account for any reason, including but not limited to the following: if we reasonably believe that these terms and conditions have been breached or if there is any theft from or misconduct in connection with Hilltop Nurseries, if the member supplies false or misleading information to Hilltop Nurseries or

if they are abusive or offensive to any member of our staff.

- A member can close his/her account at any time by notifying us. If an account is closed by us or the member, the right to receive discount from that account is lost.
- Termination notice will be given to Privilege Card holders with seven days notice in writing.
- We reserve the right to change or amend the terms and conditions of the Privilege Card. Any changes will be notified by the display of notices in our store.
- We reserve the right to change or amend the discount rate applied to your Privilege Card. Customers will be notified.
- Registered Privilege Card holders will receive regular email updates from Hilltop Nurseries containing membership information and special offers.

DISCOUNTS

- All Privilege Card holders must present their Privilege Card at the time of purchase in order to receive discount.
- Discounts are restricted to one account and cannot be transferred or combined with another to redeem additional discount.
- Privilege Card discounts are not applicable when purchasing any type of Gift Card or Voucher.
- Privilege Card discounts are not applicable when redeeming any type of Gift Card or Voucher due to third party administration costs.
- All Privilege Card holders are entitled to receive 5% discount everyday (except double discount days), on selected goods; notably anything that grows e.g. bulbs, houseplants, plants and seeds.
- There is a minimum spend of £25 before Privilege Card discount is applicable.
- Privilege Card discounts are not given in conjunction with any other offer or promotion available instore.
- We may, from time to time, offer you additional discount on specific promotions subject to availability. We will always advise at the time of purchase of the discount when the offer is made.
- Privilege Cards will be processed usually within 24 hours of being applied for.

PRIVACY

- Our privacy policy sets out that the information that we gather on Privilege Card holders, will not be shared with any third party. We may analyse customers purchase history to provide relevant offers and information based on their

preferred brands and products. If for any reason we need to transfer personal information outside the European Union for a specific purpose, we will ensure that we do so in accordance with the Data Protection Act 1998.

- Under the Data Protection Act 1998, you have the right to apply for a copy of the information we hold on you (for which we may charge a small fee) and to correct any inaccuracies.

PROPERTY

- Privilege Cards are the property of Hilltop Nurseries and must be returned to us on request or destroyed when no longer valid for use.
- The registered card holder is responsible for the security of their card. If a card is lost or stolen they should contact Hilltop Nurseries immediately at: lesley@hilltopnurseries.co.uk

REFUND & EXCHANGE POLICY

As a small, independent business, one of the reasons we have been successful is by providing excellent service to our customers. From time to time, there are circumstances in which a customer would like to return or exchange an item. On these occasions, our policy is as follows:

- Customers are always treated politely, fairly and should be satisfied with the final outcome of any return.
- In the case of a request for a refund or exchange, customers must provide proof of purchase and the item must be returned within 28 days.
- For damaged or defective items, we will provide a refund by the same method that payment was made.
- For unwanted items, we will provide a credit note to the value of the original purchase, provided the item is returned in original condition and with packaging intact. No cash refunds will be given in these circumstances.
- Refunds, exchanges or credits are not applicable for plants that have been poorly cared for while in possession of the customer.
- Refunds or exchanges are not available for any plants sold at a marked down price.
- If a Hilltop Nurseries product is obtained using a Gift Card or Vouchers any refund will be given as a credit note. No cash refunds will be given in these circumstances.
- Privilege Card holders must present their Privilege Card at the time of returning the goods.