

The Sussex Produce Company

Regulars' Card Terms & Conditions

These terms and conditions are applicable to The Sussex Produce Company's "Regulars' Card" only.

The Regulars' Card scheme and its associated cards and key fobs remain the property of The Sussex Produce Company who may at any time stop, alter or amend the scheme.

You may only hold one Regulars' Card account and The Sussex Produce Company reserves the right to refuse, merge or close additional accounts at any time.

You must be 18 years of age or older to have a Regulars' Card.

To become a Regulars' cardholder you must register your First Name, Surname, Email Address, Telephone Number* and Date of Birth with us. You must keep us informed of any changes to your details.

By signing up to a Regulars' Card and filling in your details you are giving 'opt in' consent for us to communicate with you.

All Regulars' Card communications will be undertaken by email.

If we have a problem with your email address, we will temporarily put your account on hold. Where we have a contact number, we will endeavour to notify you of this by telephone. You will also be notified at the tills by one of our operators. You will be able to inform us of your correct details over the telephone or at the tills.

We will email notifying you how to redeem your Regulars' Card points balance. We will also email you with exclusive Regulars' Card member offers.

You can unsubscribe from our emails at anytime in line with our Privacy Policy. This can be done via the unsubscribe option on each email we send you or by contacting us directly:

office@thesussexproducecompany.co.uk

The Sussex Produce Company
88 High Street
Steyning
BN44 3RD

Telephone: 01903 815045 (option 2)

*This is purely for administrative purposes and never for marketing.

Please note that if you unsubscribe from our Regulars' Card communications, you will no longer receive exclusive member-offer emails or emails notifying you of your point's totals and when you can redeem them in the shop.

The Sussex Produce Company cannot be held responsible for any loss in points, coupons or any other promotions as a result of unsubscribing from emails or out of date details.

New accounts that are not registered with a First Name, Surname, Email Address and Date Of Birth within one year of first use and accounts with out of date details that have not been updated within one year, will be closed and all points, vouchers and promotions forfeited.

All cards and key fobs remain the responsibility of the Regulars' cardholder. The Sussex Produce Company cannot be held responsible for any loss arising from the cardholder failing to ensure their safe-keeping.

The Sussex Produce Company may decline to issue, withdraw or cancel a Regulars' Card at any time where there is reasonable belief of:

- Abuse or attempted abuse of the scheme
- Any breach or attempted breach of these terms and conditions
- Any behaviour relating to the Regulars' Card or The Sussex Produce Company that involves theft, misconduct, abusive or offensive behaviour or supplying false or misleading information

Regulars' Card points can only be accrued on qualifying goods purchased from the shop part of The Sussex Produce Company. Points cannot be earned in the café.

Points will only be awarded on qualifying products and The Sussex Produce Company reserves the right to add to or exclude products from the scheme at any time.

For every £1 spent on qualifying goods, one point will be credited to your Regulars' Card account when an active Regulars' Card is presented at the tills. Cardholders must present their card or key fob at the till to earn points.

On redemption, one point is worth one penny.

If you forget your card, we are only able to search for your card at the till by card number. We are unable to credit points retrospectively.

No part of the Regulars' scheme can be bought, traded or sold in any way.

In line with our Privacy Policy, cardholders can request to leave the Regulars' Card scheme at any time through the deletion of their account and all associated personal information. By leaving, the cardholder forfeits the rights to any points, vouchers or promotions issued / offered as part of the Regulars' Card scheme.

Cardholders who do not collect any points for one year will be removed from the scheme and will need to reapply should they wish to re-join.

The Sussex Produce Company is entitled to remove points at any time if products are returned for any reason and a full or partial refund is given. This also applies to the exchange of products unless the exchange is for products of an equivalent value.

Two Regulars' Card members may join their cards together, to form one account. When either cardholder makes any changes to the account, they must have the consent of the other person. The Sussex Produce Company cannot be held responsible for any loss to either account member as a result of the other account member amending or updating information relating to the joint Regulars' account.