

# Weber Rewards Scheme Rules

The Weber Rewards Plus Scheme (the "Scheme") is a points based customer loyalty programme open to customers buying Weber products meeting the eligibility criteria of the Scheme (see below). The Scheme is owned by Saint-Gobain Weber Limited, a company registered in England & Wales under company number 02544294 and with its registered office at Dickens House, Maulden Road, Flitwick, Bedford, MK45 5BY ("Weber"/"the Company"); and operated on behalf of Weber by a third party being Indigo River Creative Limited. Any correspondence regarding the Scheme should be addressed to the Scheme administrators at: info@weberrewards.co.uk or admin@weberrewards.co.uk or by phone on **+44 (0) 8703 330070** or +44 (0) 01525 718988

These rules (including our [Privacy Policy](#), the [Website Terms of Use](#), the Acceptable Use Policy and the [Reward Points Policy](#)) (the "Rules") govern the collection and use of electronic points issued under the Scheme (the "Reward Points"). To participate in the Scheme you must comply with these Rules, which you should read carefully.

## 1. Eligibility

- 1.1 To be eligible to join the Scheme and earn/collect Reward Points, you must have purchased one or more of the qualifying products manufactured by Weber which display a sticker on the outside containing a unique code. You must also be over 18 years old (if an individual) and have an address in the UK, the Isle of Man or the Channel Islands.
- 1.2 To register to join the Scheme, you need to remove the sticker from the Weber product you purchase and enter the code on Weber's website [www.loveweber.co.uk](http://www.loveweber.co.uk) and register your details. You will be asked a number of compulsory questions which you will need to complete.
- 1.3 If an application to join the Scheme is accepted, an account will be created for you (a "Weber Rewards Account") and the Company will issue you with the necessary login details to access your Weber Rewards Account (your "Log-in Details"). These details will be issued electronically.
- 1.4 Subject to Rules 1.3 and 1.5, each registered participant is entitled to one set of Log-in Details. Where the registered user is a corporate body, a partnership or other organisation it will be the responsibility of that party to determine who has access to the Scheme.
- 1.5 The Company reserves the right to refuse a registration application to the Scheme at any time at its absolute discretion. The following parties (among others) do not qualify to participate in the Scheme. By accepting the terms and conditions you confirm that you do not fall within any of the following categories:
  - a) Employees of the Company or of its subsidiaries, holding company or such companies' subsidiaries or holding companies (as the same are defined under s1159 of the Companies Act 2006);
  - b) Relatives of any such employee; and
  - c) Any Public Authority or other Public Sector Organisation..

## 2. Collecting Reward Points

- 2.1 To be able to start collecting points under the Scheme you must first have registered and been approved as a participant of the Scheme and have activated your Weber Rewards Account by entering the Log-in Details provided to you by the Scheme administration team. To register, you need to remove the sticker from the Weber product you purchase and enter the code on Weber's website [www.loveweber.co.uk](http://www.loveweber.co.uk) and register your details.
- 2.2 Upon registration each participant will receive a welcome pack which will include various materials informing the participant about Weber.
- 2.3 The Company will maintain your Weber Rewards Account that records your Reward Points (being the electronic currency awarded to Scheme participants in accordance with the [Reward Points Policy](#)). The Company may send you details of the number of Reward Points held by you from time to time and you will be able to view the amount of reward Points held by you by logging into the Scheme website [www.loveweber.co.uk](http://www.loveweber.co.uk) (the "Scheme Website") with your Log-in Details.
- 2.3 Once registered you can collect Reward Points by entering the unique code from the sticker contained on each qualifying Weber product that you purchase into your Weber Rewards Account on the website. The system will recognise the unique code on the product and allocate the relevant number of Reward Points for that product to your Weber Rewards Account. Once the unique code has been registered it cannot be used again.
- 2.4 The Company will correct any mistakes that are made in respect of the number of Reward Points issued to you but recommends that you keep records of your transactions so that you can check that the information held is accurate.

### **3. Membership**

- 3.1 Subject to your application to the Scheme being approved, the address that the system will hold will be the address that you have provided at the point of registration. If you change your address, you must email the Scheme administrators on [admin@weberrewards.co.uk](mailto:admin@weberrewards.co.uk) Alternatively you may go online at [www.loveweber.co.uk](http://www.loveweber.co.uk) and update your address details yourself.
- 3.2 You are the holder of your Reward Points and are responsible for their security. Weber is the overall owner of all Reward Points and they remain its property at all times, until redeemed by you as the Weber Rewards Account holder.
- 3.3 It is your responsibility to keep secure any information that might identify you and allow access to your Weber Rewards Account. Neither Weber nor Indigo River Creative Ltd will take responsibility if a person is able to spend any Reward Points as a result of you not taking proper care of your Weber Rewards Account details. If you lose or accidentally reveal your Log-in Details you should immediately contact the Scheme administrators at: [alert@weberrewards.co.uk](mailto:alert@weberrewards.co.uk). [admin@weberrewards.co.uk](mailto:admin@weberrewards.co.uk)
- 3.4 You cannot transfer, sell or use your Reward Points for any purpose except as permitted under these Rules (which for the avoidance of doubt shall include any transaction under Rule 4 or Rule 5). If you try to transfer Reward Points in any way that is not permitted by these Rules, Weber may take action against you.

### **4. Redeeming your Reward Points**

**Reward Points will be paid into your Weber Rewards Account as and when you enter your unique code found on the qualifying products.**

- 4.1 Reward Points will be redeemed in the order in which they were accrued.
- 4.2 Reward Points must be redeemed within 24 months of the date of the Allocation Date (as defined in the [Reward Points Policy](#)). Any points not redeemed within this time will be forfeited and you will not be entitled to any compensation or damages from Weber and/or Indigo River Creative Limited.
- 4.3 Reward Points can be redeemed against goods or services promoted on the Scheme Website provided that all such products are available. In the event that a promoted product is not available at any time an alternative product will be sent out of equivalent value.
- 4.4 Despite Indigo River Creative Limited efforts, some products advertised on the Scheme Website may have been attributed with the wrong number of Reward Points payable. If this is the case the Company will contact you and determine how best to proceed. For the avoidance of doubt there will be no obligation on Weber and/or Indigo River Creative Limited to provide products for the number of Reward Points advertised where there has been an error made by Indigo River Creative Limited or any third party.
- 4.5 Weber reserves the right to change the products or the points attributable to any of the products at any time and without notice.
- 4.6 It is acknowledged that some of the transactions on which the Reward Points are redeemed are made directly with third party merchants (the "Suppliers") who may offer links to their websites via the Scheme Website. Neither Indigo River Creative Limited nor Weber is responsible for these sites, nor for any product information or services supplied through or in connection with them. Neither Weber nor Indigo River Creative Limited has responsibility for the standard, quality or otherwise of any goods or services received or supplied or the failure of any Supplier to honour a redemption. Any dealings that you may enter into with any Supplier or other third party will be solely between you and that Supplier or other third party including any transaction for the purchase of products from such Suppliers or other third parties. All such dealings will be subject to the Supplier or other third party's terms and conditions and privacy policies applicable to such transactions.
- 4.7 Redeemed Reward Points cannot be used again. If a transaction on which Reward Points are redeemed is cancelled, reversed or not completed, where appropriate we will reverse the associated Reward Points movement when instructed by the relevant Supplier.
- 4.8 The Reward Points have no monetary value and cannot be exchanged for cash.

### **5. Products**

- 5.1 Some products will be supplied by Weber and others will be provided by third parties in accordance with clause 4.6 above.
- 5.2 From time to time Weber may offer additional points for special offers which will only be available for acceptance for a limited period of time of for following particular instructions in accordance with the terms of the special offer.

## **6. Closing/ Ending your Weber Rewards Plus Account**

- 6.1 You can choose to withdraw your participation of the Scheme at any time by contacting the Scheme administration team on [admin@weberrewards.co.uk](mailto:admin@weberrewards.co.uk).
- 6.2 Weber may terminate your participation on the Scheme and cancel or suspend any Reward Points in your Weber Rewards Account by notifying you in writing if Weber reasonably believes that:
- a) you have acted in a way that harms Weber, Indigo River Creative Limited or the Scheme or any third party supplier;
  - b) you engage in any illegal or fraudulent activities;
  - c) you collect or redeem Reward Points dishonestly or in a way that breaks these rules;
  - d) you have acted in a hostile, abusive or aggressive manner towards any of Weber, Indigo River Creative Limited or any third party supplier staff; you have knowingly provided Weber or Indigo River Creative Limited with false or misleading information;
  - e) you have breached any of the terms relating to your Weber Rewards Plus Account or if you are a Weber trade account holder and you have breached the terms of that trade account;
  - f) you have had a zero balance on your Weber Rewards Account for a consecutive 6 month period.
- 6.3 In the event that your Weber Rewards Account is withdrawn from the Scheme or is terminated at Weber's discretion your right to use any accumulated Reward Points will be forfeited and you will not be entitled to any compensation or damages from Weber.

## **7. Liability**

- 7.1 Neither Indigo River Creative Limited nor Weber are liable for the acts and failures of any Supplier or other third party. Extra terms may apply to any goods or services that you purchase from a Supplier or other third party and it is your responsibility to make a note of these and to ask for more details before redeeming your Reward Points if necessary.
- 7.2 Neither Indigo River Creative Limited nor Weber are liable for any failures due to unusual and unexpected circumstances beyond their control, the consequences of which could not have been avoided even if they had taken all necessary care (for example, industrial disputes, hostilities, political unrest or natural disasters).
- 7.3 Nothing in these Rules limits or excludes Weber's nor Indigo River Creative Limited's liability for death or personal injury caused by its negligence or for fraudulent misrepresentation.

## **8. General**

- 8.1 Weber may change any element of the Scheme including the Reward Points Policy and these Rules at any time without your consent by publishing the changes on the Scheme Website.
- 8.2 Weber is not liable for any tax liability that may arise from you taking part in the Scheme.
- 8.3 The Scheme is a stand alone promotion and does not amend normal terms and conditions of trading as between Weber and its customers which will continue to apply.
- 8.4 These Rules are governed by the laws of England and are subject to the non-exclusive jurisdiction of the English Courts.
- Where you are a consumer living in Ireland:
- a. if you live in the Republic of Ireland then Irish law will apply and you may bring any dispute in the Irish courts; or
  - b. if you live in Northern Ireland then Northern Irish law will apply and you may bring any dispute in the Northern Irish courts.

Any English law citations in these terms and conditions will be substituted for the equivalent Irish or Northern Irish citation in accordance with the terms of this jurisdiction clause.

# Reward Points Policy

This Reward Points Policy should be read alongside the [Weber Rewards Scheme Rules](#) (the “Rules”). Terms defined in the Rules shall have the same meanings when used in this Reward Points Policy.

1. Reward Points will be issued as follows for each bag of product purchased;

| Product                             | Size | Reward Points per product |
|-------------------------------------|------|---------------------------|
| weberset pro lite - rapid Low Dust  | 20kg | 325                       |
| weberfloor flex Low Dust            | 25kg | 275                       |
| weberset rapid SPF Low Dust - White | 20kg | 275                       |
| weberset rapid SPF Low Dust - Grey  | 20kg | 275                       |
| weberfix pro lite - White           | 13kg | 200                       |
| weberset SPF - White                | 20kg | 175                       |
| weberset rapid plus - White         | 20kg | 175                       |
| weberset rapid plus - Grey          | 20kg | 175                       |
| weberset plus - White               | 20kg | 75                        |
| weberset thick bed - White 20kg     | 20kg | 75                        |

3. From time to time Weber may run double or triple point promotions. Where such promotions are being run, the number of Reward Points to be issued will be calculated and allocated on a monthly basis.
4. Reward Points will be deemed to have been issued on the date on which the new balance is displayed on the Website (the “Allocation Date”).
5. In the event that a credit note is issued to you, your entitlement to Reward Points will be reduced accordingly and Weber or Indigo River Creative Limited may, if the Reward Points have already been issued, amend your Weber Rewards Account balance accordingly. In the event that the Reward Points have already been redeemed by you, Weber or Indigo River Creative Limited shall be entitled:
- 5.1 to prevent you from redeeming any further Reward Points until the deficit has been made up; or
  - 5.2 where it has reason to believe that you have acted dishonestly or fraudulently, require you to reimburse Weber or Indigo River Creative Limited for any expense that it has incurred relating to the redemption of such Reward Points.