



Irish Rosettes Customer Loyalty Card Terms and Conditions

1. Irish Rosettes Pet Shop loyalty card remains the property of Irish Rosettes. Irish Rosettes reserve the right to decline, issue or withdraw the card at any time, or to alter, amend or terminate the programme at any time without prior notice. Participants in the Programme may be removed from the Programme at any time at Irish Rosettes discretion.
2. All participants in the Programme must reside in the Republic of Ireland and must be at least 18 years old on the date of issue of their card.
3. The card is non-transferable. It can only be used by the original applicant or by a member of that applicant's immediate family, provided they are over 18 years of age and reside at the same address as the applicant.
4. Cards can be used to collect points in store.
5. The Programme is for consumer participation only.
6. The card holders are responsible for the proper use and security of the cards and the points accumulated on them.
7. To collect points, a customer must present his/her card to the cashier during a transaction. Points cannot be allocated once your purchase is complete. In the instance of forgotten cards, receipts should be retained and both card and receipt presented in store within 30 days for post purchase redemption of points.
8. Points will only be awarded in store on pet food & product categories and not on animal boarding. Points may be redeemed against all product categories in store. Other products and ranges may be excluded or added at any time and without prior notice and such changes will be at the discretion of Irish Rosettes or as directed by Irish or EU legislation.
9. In order for a transaction to qualify for points there must be a minimum spend of €1 for that transaction.
10. For every €1 spent in a single transaction, 1 point will be awarded and applied to the card and upon redemption each point will equate to 1c (€0.01) only.
11. Points collected do not have any monetary value and cannot be exchanged for cash.
12. In order to redeem points, customers must first complete the registration form available online at www.irps.ie/loyalty or request a form from a member of staff in-store and have a minimum balance of 100 points.
13. In the case of all rewards, upon redemption, the appropriate number of Points will be removed from the customer's Card.
14. Loyalty points can be used as full or part payment for future purchases up to the maximum value of that individual purchase.
15. Specific rewards may be available from time to time to customers during the Programme however they will be subject to expiry dates which vary by reward category. Reward expiry date details are contained within the terms and conditions specific to each reward category and may be subject to change.
16. All rewards, if any, must be availed of within the time periods advised in the terms and conditions specific to each reward.
17. All rewards are subject to availability and may be altered or withdrawn.
18. Points are not awarded on redemptions whether against product purchases in store or against rewards.

19. Irish Rosettes reserve the right to reject any card if they deem it has been forged or otherwise tampered with.
20. Where two or more cards have been allocated to one account, only the person who registered with the Programme, can redeem the points on the card against rewards or product purchases.
21. The promoter of the Irish Rosettes Loyalty Programme is Irish Rosettes, Corduff, Lusk, Co. Dublin, K45 T923, Ireland.
22. In the event that a member's card is damaged, lost or stolen, a replacement card will be available at the discretion of Irish Rosettes. Replacement Cards must be picked up in-store.
23. Treat your loyalty card as though it was cash. Irish Rosettes does not accept any liability for lost, stolen or damaged cards or any points accrued on or redeemed from your loyalty card without your knowledge.
24. The Irish Rosettes Loyalty card is not a credit, payment or cheque guarantee card.
25. Cards that have not been used for a period of 12 months will be deemed invalid and any points that have accumulated on those cards will be cancelled.
26. Refund Policy -- where products which earned loyalty points are returned, these points will be removed from points balance on the card upon return of goods. Where goods that were purchased by way of a combination of cash & points the maximum cash value returned to the customer will equate to the maximum cash actually tendered for the purchase and the points used in the purchase will be returned to the points balance on the card.
27. Personal details that you supply during the application process will be held by Irish Rosettes in the strictest confidence for the purposes of the Programme and as set out in these terms and conditions. Irish Rosettes use the information you supply for the following purposes: (a) Irish Rosettes may disclose your details to its specially selected loyalty partner for the purposes of managing and delivering the programme and also improving the programme's performance thus offering you the customer a better experience and better offers specific to customers individual needs. (b) Irish Rosettes may also use information internally to tailor promotions to specific customers.
28. You have the right to request your data currently held by us, and to rectify or remove personal details, by writing to Irish Rosettes Loyalty Programme Administration, Corduff, Lusk, Co Dublin, K45 T923.
29. Irish Rosettes may modify any of these terms and conditions governing the programme – including but not limited to, the methods through which points can be earned, how points can be used, the value of points earned, and the conditions under which points may be forfeited – at any time, with or without notice, even though these changes may affect the customer's ability to use the points that he/she has already earned.
30. A customer's continued participation in the programme constitutes the customer's acceptance of these terms and conditions. Customers are responsible for remaining knowledgeable as to any changes that Irish Rosettes may make to these terms and conditions. The most current version of these terms and conditions will be available on our website, www.irps.ie or as a hard copy from a member of staff in-store and will supersede all previous versions of these terms and conditions.