

PRINTED POINTS RULES

*These Rules (including our Privacy Policy) govern the collection and use of Printed Points and set out the terms of the contract between Ravensworth Digital Services Limited (trading as printed.com) (**us, we or our**) and each Customer. A Customer can register with the Printed Points collection loyalty rewards scheme (**Scheme**) and can then earn Printed Points on various purchases made through our website at www.printed.com (**Website**). Additional terms and conditions may be in place for optional elements of the Scheme or specific sections of the Website. If you apply to register for the Scheme you accept these Rules.*

1. The Scheme and Accounts

- 1.1 We will add to the Customer's account, Printed Points earned or redeemed by each Customer (**Account**). We reserve the right to refuse, merge or close Accounts at any time.
- 1.2 Customers must register their details on setting up of their Account and through their Account keep such details up to date. We cannot be held responsible for any loss of Printed Points or Vouchers (as defined below) as a result of out of date or inaccurate details.
- 1.3 All Customers must have a resident UK address. Changes of address must be notified to us as soon as reasonably possible. Customers must be over 18.
- 1.4 Account information is also available from us on request. The Customer can access the Printed Points balance in respect of their Account and details of any Printed Points earned or redeemed by him/her. We make no warranty against errors and omissions or the inadequacy or untimely provision of amendments to Account information. Customers must notify us immediately if they believe that their Account information is inaccurate or incorrect. We will correct an Account if it is shown to be wrong (to our reasonable satisfaction) provided that such inaccuracy is notified to us within 3 months of the relevant transaction; but, unless there are clear records showing this, our decision is final.
- 1.5 We cannot be held responsible for any loss arising from any Customer failing to ensure the safe-keeping of any passwords and other details required to access their Account.
- 1.6 We may close any Account on which no Printed Points have been earned or redeemed for a continuous period of at least 12 months and any Printed Points or Vouchers forfeited. We may also, on notifying the Customer, immediately suspend or terminate the rights of any Customer and/or close any relevant Account, if:

- 1.6.1 they breach these Rules;
 - 1.6.2 we reasonably believe that they have dealt with Printed Points in a manner not permitted by these Rules or any other applicable terms and conditions;
 - 1.6.3 there is any theft from or misconduct in connection with us or any Supplier (as defined below);
 - 1.6.4 they supply false or misleading information to us;
 - 1.6.5 they are abusing the Scheme;
 - 1.6.6 they are abusive or offensive to any member of our staff; or
 - 1.6.7 they fail to pay any sums due to us.
- 1.7 A Customer can close their Account at any time by notifying us.
- 1.8 If an Account is suspended or closed (for whatever reason) any rights to redeem Printed Points from that Account are suspended or lost, as we may determine.
- 1.9 We make no promise that the Scheme will meet your requirements or that it will be uninterrupted, timely or error free.
- 2. Printed Points**
- 2.1 We award Printed Points when the Customer undertakes a relevant transaction through the Website and as detailed in the "Earn points" section.
- 2.2 We reserve the right to:
- 2.2.1 change the rate at which each Customer earns Printed Points and/or the list of relevant transactions on which any Customer can earn Printed Points from time to time; and
 - 2.2.2 allocate additional Printed Points, in addition to those generated from Customer orders for products and services, as and when we see fit and there shall be no guarantee that such Printed Points will be awarded and any such award will be solely at our discretion.
- 2.3 We determine the particular relevant transactions on which Printed Points can be earned and the number of Printed Points to be earned and may detail these on the Website or other communications to the Customer from time to time. The number of Printed Points awarded may change and will vary depending on the number and value of products or services bought

by the Customer, the amount spent and when the transaction takes place. Further details are contained at the "Points tiers" section.

- 2.4 Printed Points will normally be credited to the Customer's Account within 3 days of the relevant transaction being completed and products and services paid for in full by the Customer.
- 2.5 Printed Points have no cash or monetary value and can at no time be exchanged or redeemed for, or converted to, cash.
- 2.6 We reserve the right to exclude, at any time, any products or services from the Scheme at our discretion.
- 2.7 We are entitled to remove from the Customer, Printed Points at any time if products are returned for any reason and a full or partial refund of the purchase price is given.
- 2.8 The Account, Vouchers and Printed Points, in whatever form, are issued by and remain our (or our Supplier's) sole property. We cannot however be responsible for any unauthorised use of Printed Points or any lost or stolen Vouchers.
- 2.9 We may exchange points for reward vouchers as part of a marketing campaign without consent of the account holder. The account holder will have a choice to redeem the voucher in question or revert the voucher back to points.
- 2.10 Printed points will expire and are lost if no orders were placed on the relevant account for 12 subsequent months. Points are also lost if the relevant Account is closed or if the Scheme ends or terminates (for whatever reason).
- 2.11 Printed Points are personal to an Account and cannot normally be transferred, unless we say otherwise.

3. **Redeeming Printed Points for Rewards**

- 3.1 Our suppliers are companies with whom a Customer can redeem Printed Points (**Supplier**) to obtain pre-determined products and services (**Rewards**) and Customers can only redeem Printed Points with Suppliers. These participating companies may change and an up to date list of Suppliers is available from us on written request, at any time. All Rewards are subject to availability. We cannot control every specific change in the Suppliers but we will ensure that while the Scheme is in operation a range of products and services are available, and use

reasonable endeavours to procure the availability of Rewards. We will not be liable for any loss arising from a failure by a Supplier to provide such Rewards.

- 3.2 Printed Points can only be redeemed through our Website.
- 3.3 Transactions on which Printed Points are redeemed are made by the Customer directly with the relevant Supplier and (to the extent permitted by law) we have no responsibility or liability for the delivery, standard, quality or otherwise of any products and services received or supplied or the failure of a Supplier to honour a redemption or make a specific Reward available and any contract in relation to the supply of the Rewards is between the Customer and Supplier; except those Rewards which are transacted directly with us through the Website.
- 3.4 Transactions and all Rewards are subject to all applicable legal rules and the terms and conditions (including booking requirements, cancellation restrictions, return conditions, warranties and limitations of liability) of the Supplier; further details of which are detailed at the "Shopping" section. When Printed Points are redeemed we may act as intermediary between the relevant Customer and the Supplier and we will do what we reasonably can to ensure such Rewards are supplied by the relevant Supplier. Our terms and conditions will apply to any Rewards redeemed with us.
- 3.5 To the extent permitted by law, nothing in these Rules will constitute a warranty or representation regarding any Reward.
- 3.6 Unless we determine otherwise, our refund and return policy does not apply to any Rewards.
- 3.7 Printed Points cannot be redeemed until credited to an Account and cannot be used in partial payment of a product or services (the Customer will need to save up the full amount necessary to earn its chosen product or services before they can redeem them).
- 3.8 Printed Points are always redeemed against full price products or services even if they are on special offer and cannot be redeemed if the Customer's Account is suspended (for whatever reason).
- 3.9 Where Printed Points are redeemed for a voucher or voucher code (**Voucher**) carrying a specified cash discount or benefit, the Voucher will have an expiry date specified on it and will be subject to any other terms and conditions stated on the Voucher or otherwise publicised. Printed Points have no value until converted into Vouchers by the Customer. Vouchers should

be treated like cash (but for the sake of clarity, are not cash). Vouchers that are lost or mislaid may be reissued with the original expiry date, providing they have not previously been redeemed. Customers may be charged a fee for Vouchers which are lost. Additional terms and conditions may be found on the back of the Vouchers.

- 3.10 Redeemed Printed Points cannot be used again. If a transaction on which Printed Points are issued or redeemed is cancelled, reversed or not completed, or products returned, we will reverse the associated Printed Points movement when instructed by the relevant Supplier. If insufficient Printed Points are available, or we suspect fraud or misconduct, Rewards may be refused or cancelled at our or the Supplier's sole discretion.
- 3.11 Printed Points from more than one Account cannot be combined to redeem for the same Reward.
- 3.12 Unless otherwise notified at the time of purchase, Printed Points cannot be earned or redeemed in conjunction with any other discount, offer or promotion.
- 3.13 Security questions may be asked when a redemption is made or Voucher issued. All Rewards redeemed on an Account which are sent by post will be sent to the latest address we have for the Customer.
- 3.14 We may discontinue relationships with Suppliers at any time and will give Customers such notice of any discontinuance as is reasonably possible in the circumstances.
- 3.15 The Customer is solely responsible for any tax liability incurred as a result of the Scheme.

4. **General**

- 4.1 Printed Points can only be earned, held, transferred or redeemed as set out in these Rules. Any other use, award, sale, exchange or transfer of Printed Points, or attempt to do so, is a material and serious breach of these Rules. Any Printed Points not earned and held in accordance with these Rules will be invalid and cannot be redeemed for Rewards. Any such Printed Points on an Account will be deducted and, if they are redeemed, we will ask the Supplier to cancel the relevant Rewards and we may take other appropriate action.
- 4.2 Our Privacy Policy (which is part of these Rules) sets out the information that we will gather on Customers, how this information may be used and who it may be shared with. A copy is available from us on written request. We will comply with our Privacy Policy and every

Customer should read it carefully. Please take the time to read our Privacy Policy, as it includes important provisions which apply to each Customer.

- 4.3 We may, from to time, make changes or amendments to these Rules and will, where appropriate, give the Customer as much notice as we reasonably can. Customers who continue to participate in the Scheme following such any change to these Rules will be considered to have accepted the updated terms and conditions and earning or redeeming Printed Points on an Account will constitute acceptance of the revised Rules.
- 4.4 We may suspend or terminate the Scheme at any time and for whatever reason and terminate, withdraw or cancel any Printed Points which may have been collected, but will give as much notice as we reasonably can, before we do so. If this happens all Accounts will be suspended or terminated. No compensation or recompense whatsoever will be due to Customers who have unredeemed Printed Points.
- 4.5 If we sell or transfer the Scheme to another company we may transfer all of our rights and obligations under these Rules without any further consent and, subject to our Privacy Policy, may disclose or transfer all information we hold about Customers to a prospective or actual new owner. Such a disclosure or transfer will not alter the rights of such Customers in respect of the use that can be made of such information by such other company and affect the rights or our obligations under these Rules. We will look to notify the Customer by posting on the Website if this happens.
- 4.6 These Rules do not affect the Customer's statutory rights. For the avoidance of doubt, the redemption of Printed Points by a Customer does not constitute a transaction of sale as laid down by and governed by the prevailing Distance Selling Regulations.
- 4.7 We will only be liable to a Customer who suffers loss as a result of our breach of these Rules and, if so, our sole liability will be to credit to the relevant Account any Printed Points which have been wrongly deducted or should have been credited but were not. These Rules do not exclude or limit our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation or any other liability which it would be illegal or unlawful for us to exclude or limit our liability for. These Rules prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials.

- 4.8 Each of the paragraphs of these Rules operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.
- 4.9 If we fail to insist that the Customer's perform any of their obligations under these Rules, or if we do not enforce our rights against the Customer, or if we delay in doing so, that will not mean that we have waived our rights against the Customer and will not mean that the Customer does not have to comply with those obligations. If we do waive a default by the Customer, we will only do so in writing, and that will not mean that we will automatically waive any later default by the Customer.
- 4.10 A person who is not a party to these Rules will have no right under the Contract (Rights of Third Parties) Act 1999 to enforce any term of these Rules, but this will not affect any right or remedy of a third party which exists or is available apart from that Act.
- 4.11 Our only responsibilities with respect to the Scheme are set out in these Rules which are subject to English law and any disputes will be decided only by the English courts.

If you wish to do so, please print and retain a copy of these Rules for your reference.

You can contact us by logging onto our Website or by calling the Customer Helpline on 0800 840 1430 or writing to 84-86 Great Portland Street, London, United Kingdom, W1W 7NR. We may record calls to check the quality of our services or for training, audit or security purposes.

The promoter of the Scheme is Ravensworth Digital Services Limited (trading as printed.com), a company registered in England under company number 02356130 whose registered office is at 84-86 Great Portland Street, London, United Kingdom, W1W 7NR. Our VAT number is 621141690.