



Cardwell Garden Centre Reward Card Terms and Conditions

Cardwell Garden Centre operates a reward card system which utilises these terms and conditions.

1. The applicant must be over the age of 18 and have a permanent UK address.
2. There is no charge for applying for a reward card.
3. You may use your reward card for all purchases in the garden centre, including the craft centre and restaurant. The card may not be used in any concessions (for example, Edinburgh Woollen Mill. Please check for any concessions at the time of your visit).
4. Please present your reward card at the checkout **prior to you purchase being processed**. If you forget your card points earned can be added to your account up to 30 days after your purchase. This can ONLY be done using a valid till receipt. There is no charge for this service.
5. You will earn 2 points per whole pound spent in store, ie you will earn 2p for every £1 you spend. You may redeem your points against any purchase at the rate of 1 point equals 1 pence, ie 50 points can be redeemed for 50p. The points cannot be exchanged for cash or used in any other way.
6. If you have supplied a valid email address we will use this to contact you with offers or other events etc that we think will interest you, no more than twice per calendar month. If you have not supplied an email address we may post you details infrequently. We encourage our Reward card members to sign up for an email account and keep us informed of any changes to this.
7. If you 'Unsubscribe' to the email service using the feature contained within the email we will stop sending them within 30 days. You can sign up to receive them again by letting us know, either by post or by emailing us at info@cardwellnurseries.com. There is no cost to you to re-join the email scheme.
8. You may cancel your card at any time, at no cost to you. Any points stored against your account will be deleted and are not transferable to another account.
9. Any personal data you supply will be used by Cardwell to set up your reward card account. We may also use your details to contact you with offers we feel may interest you. Your details are not shared or sold to any third parties, other than for the purposes of Cardwell contacting you. At all times your details are stored securely, either on data encrypted servers or within locked document storage facilities. Cardwell will share your information in an appropriate manner if requested to by law or legal enforcement.
10. Under the General Data Protection Act 2018 you may request a copy of any/all information we have stored about you. There is no charge for this and we aim to fulfill you request within 30 days of



receipt. Requests that are outwith the normal parameters of the GDPR may attract a small fee, charged at the cost of processing your request.

11. Your card remains the property of Cardwell Garden Centre and should be returned or destroyed if requested by us.
12. Any lost/stolen cards should be reported to Cardwell either by post to Reward Card Admin, Cardwell Garden Centre, Lunderston Bay, Cloch Road, Gourock, PA19 1BB or by email to info@cardwellnurseries.com. A replacement card can be issued and any points accumulated can be transferred to your new card. There is no cost attached to the replacement card or administration for this service.
13. If you are returning any items purchased you must also present you reward card for any points earned to be removed. Failure to do so will result in your card being withdrawn and any accumulated points deleted.
14. Any change of your personal details should be notified to us for our records. These changes can be sent either by post to Reward Card Admin, Cardwell Garden Centre, Lunderston Bay, Cloch Road, Gourock, PA19 1BB or by email to info@cardwellnurseries.com. No fee will be charged for this service. Cardwell accept no responsibility for unreceived communication sent to us.
15. Cardwell Garden Centre reserve the right to change any of the Terms and Conditions without notice. However, we will endeavor to give reward card holders appropriate notice of any changes to T&Cs.
16. If Cardwell believe that any card holder is abusing the scheme we will cancel the card and delete any points that are associated to the card. Cardwell Garden Centre's word is final in any disputes. Should any issue become a legal matter Scottish law will apply over any other.
17. The card is the responsibility of the registered keeper and should not be misused, in particular as any form of guarantee for other transactions.
18. By applying for membership of the scheme and use of the reward card the applicant accepts all terms and conditions.



T&Cs (updated December 2021)

Cardwell Garden Centre
Lunderston Bay, Gourock,
Inverclyde, Scotland PA19 1BB
T: 01475 521 536
F: 01475 521 339
E: info@cardwellgc.co.uk
W: cardwellgardencentre.co.uk