
WEBSITE REWARDS DISCLAIMER

BACKGROUND:

This Website Rewards Disclaimer, together with any and all other documents referred to herein, set out the disclaimer under which you use Our Rewards Programme. Please read this Website Rewards Disclaimer carefully and ensure that you understand it. Your agreement to comply with and be bound by this Website Rewards Disclaimer is deemed to occur upon your first use of Our Rewards Programme and you will be required to read and accept this Website Rewards Disclaimer when signing up for a User Account. If you do not agree to comply with and be bound by this Website Rewards Disclaimer, you must stop using Our Rewards Programme immediately. This Website Rewards Disclaimer and Terms of Use apply to the sale of goods.

1. Definitions and Interpretation

1.1 In this Website Rewards Disclaimer, unless the context otherwise requires, the following expressions have the following meanings:

“Our Rewards Programme” means The Rewards Programme on Our Site

“User/You” means a user of Our Site

“Our Site” means www.trusthygiene.co.uk

“Reward(s)” means in recognition of Qualifying Spend on Our Site

“Our/We/Us” means Trust Hygiene Services Limited, a company registered in England under 04443970, whose registered address is Principle House, Leamore Lane, Bloxwich, Walsall, West Midlands, WS2 7PS

Contract means the contract between the Supplier/Service Provider and Customer for the supply of Goods and/or Services in accordance with this Terms and Conditions Document

Programme Terms means the terms set out in this document

Qualifying Spend means spend required to qualify for The

Rewards Programme

Terms of Use Document	means the separate document titled 'Terms of Use'
The Rewards Programme	means the programme designed to benefit the user for Qualifying Spend
“User Account”	means an account required for a User to access and/or use the areas of Our Site, as detailed in Clause 4 of Terms of Use Document'
“User Reward”	means recognition of Qualifying Spend on Our Site specific to the User.

2. Information About Us

2.1 Our Site, www.trusthygiene.co.uk, is owned and operated by Trust Hygiene Services Limited, a limited company registered in England under company number 04443970, whose registered address is Principle House, Leamore Lane, Bloxwich, Walsall, West Midlands, WS2 7PS. Our VAT number is 7867771 57.

2.2 We are regulated by the Certificate of Registration under the Waste (England and Wales) Regulations 2011 and the Environment Agency. Our Registration Number is CBDU143881.

2.3 We are a member of The SDMSA (Sanitary Medical Disposal Services Association)

2.4 Please refer to our Website Terms of Use which you are deemed to accept by accessing Our Site.

3. Liability and Disclaimers

3.1 We make no warranty or representation that Our Site will be compatible with all systems, or that it will be secure.

3.2 Whilst every reasonable endeavour has been made to ensure that all information provided on Our Site will be accurate and up to date, We make no warranty or representation that this is the case.

- 3.3 We give no guarantee of any specific results from the use of Our Site or the service(s) provided thereby. We neither warrant, represent nor imply that you will derive any benefit, financial or otherwise, from your use of Our Site or the service(s) provided thereby.
- 3.4 Results derived from the use of Our Site or the service(s) provided thereby will vary from one user to another and will depend upon a user's own input, efforts, circumstances, knowledge and experience.
- 3.5 No guarantee is given of successful results from the use of Our Site or the service(s) provided thereby. This website and the service(s) provided thereby merely provide the possibility that users may experience some benefit if the information and facilities provided are applied correctly.
- 3.6 No part of Our Site is intended to constitute advice and the content of Our Site should not be relied upon when making any decisions or taking any action of any kind.
- 3.7 Commercial use of the information on this website is permitted, however We make no representation or warranty that this content is suitable for use in commercial situations or that it constitutes accurate data and / or advice on which business decisions can be based.
- 3.8 If you are a consumer, you may have certain legal rights with respect to Our provision of digital content. If We fail to comply with Our legal obligations, consumers may be entitled to certain legal remedies including repair or replacement or price reductions. For full details of consumers' legal rights, including those relating to digital content, please contact your local Citizens Advice Bureau or Trading Standards Office.
- 3.9 Whilst We exercise all reasonable skill and care to ensure that Our Site is secure and free of errors, viruses and other malware, you are strongly advised to take responsibility for your own internet security, that of your personal details and your computers.
- 3.10 If, as a result of Our failure to exercise reasonable care and skill, any digital content from Our Site damages your device or other digital content belonging to you, if you are a consumer you may be entitled to certain legal remedies. For more details concerning your rights and remedies as a consumer, please contact your local Citizens Advice Bureau or Trading Standards Office.
- 3.11 Our Rewards Programme is only available to current users of Our Site online ordering platform.
- 3.12 We reserve the right to refuse the User from redeeming previously accrued Rewards if;
- (a) The User exercises any action of fraud in the accrual of the Rewards,
 - (b) The User Account is in negative credit
 - (c) The User Rewards were accrued from an online order that was rejected at the time or a later date
 - (d) The User accrued Rewards from returned orders
- 3.13 If User Rewards are forfeited for any reason, We will not reinstate these points to the User.
- 3.14 User membership to participate in the Reward Programme will be created automatically when an access login and password for the online ordering platform has been provided to the User. Membership will remain valid for the

User's active trading period with Us. A monthly statement will be sent to the email address content provided by the User giving the User access to view the balance of User Reward.

- 3.15 A User cannot earn or redeem Rewards while the account is in arrears. The User Account must be in good standing to redeem points.
- 3.16 The User Account cannot exceed a balance of 100 Rewards.
- 3.17 Redemption of the User Account balance cannot exceed 100 Rewards in a one month period.
- 3.18 Rewards are earned from each payment made against a qualifying online order.
- 3.19 Rewards have no cash value until they are agreed to be redeemed by Us.
- 3.20 Rewards cannot be used to bring the User account into credit or to correct arrears on the User Account.
- 3.21 We reserve the right to remove Rewards in the following circumstances;
 - 3.21.1 The User ceases to trade with Us within 90 days of Rewards being redeemed
 - 3.21.2 any abuse of the Reward Programme
 - 3.21.3 failure to follow the Programme Terms and the 'Terms of Use Document'
 - 3.21.4 any misrepresentation by the User
- 3.22 Rewards must be redeemed at LEAST 90 days prior to the User serving notice to terminate their User Account (or Contract) with Us.
- 3.23 Rewards are forfeited if not redeemed at least 90 days prior to using another supplier and are subject to cancellation by Us at any point. This may result in the User owing Us money for Rewards that have been redeemed.
- 3.24 Rewards can be transferred should the User move to another address strictly on the basis that the User's original User Account trading name has not changed.
- 3.25 Rewards redeemed will be deducted from the Users rewards balance. Rewards earned are available for redemption typically 1 month after The User has earned them. The updates will be posted to the User's monthly statement.
- 3.26 The User may at the discretion of Us transfer Rewards between accounts. The User must provide full and accurate details of the requested transfer and any content that is incorrect may be subject to administration costs being incurred and determined by Us.
- 3.27 Rewards and any disclaimers are subject to change by Us at any time. The Rewards are offered at Our sole discretion. We reserve the right to alter or waive any feature or benefit prospectively or retrospectively, including, without limitation, participation fees, Reward accrual or redemption criteria, or to cancel or temporarily suspend the Rewards at any time without prior notice. Any such modifications and/or termination may reduce or eliminate accrued Rewards.

- 3.28 We reserve the right to make appropriate changes to any accrued Reward as a consequence of User activity. For example;
- 1.28.1 if the User has redeemed more Rewards than accrued due to a system or technological failure or malfunction or for any reason whatsoever. The User consents to Us reducing the number of Rewards applied to your User Account to adjust.
- 3.29 Individual merchants and service providers are responsible for the quality and performance of any goods and/or services redeemed as a benefit of this reward. Any rules of the merchants relating to returns and exchanges of rewards apply. We are not responsible for redeemed goods and/or services offered through Our Rewards Programme. Any disputes concerning rewards will not affect the enforceability of the terms and conditions applicable to You.
- 3.30 Redeemed Rewards are not refundable, replaceable, or transferable for cash, credit, or other rewards under any circumstances. Unclaimed Rewards will not be replaced. Redeemed Rewards cannot be re-sold or exchanged for other goods or services except as stated on Our Site. Certain rewards are available only during the time periods described in Our communications. We may substitute redeemed Rewards of equal or higher value as necessary at our discretion. Some Rewards have limited availability.
- 3.31 All Rewards are the responsibility of the User to redeem. Once a formal request to redeem the Rewards has been made then there will be no opportunity to reverse that decision. Any Rewards redeemed are applied to the User account and removed from the Users next statement.