

MyHealth Mobility In-Store Loyalty Scheme Terms and Conditions

The Scheme

1. These terms and conditions are applicable across the entire MyHealth Mobility Loyalty Scheme and any participation is considered as acceptance. Additional terms and conditions may be in place for optional elements of the scheme. Members participating in the optional elements of the scheme will be considered as having accepted the additional terms and conditions.
2. The loyalty card (key fob), scheme account and points, in whatever form, are issued by and remain the property of MyHealth Mobility which may, at any time, terminate the scheme or alter or amend the conditions of operation of the scheme.
3. All members of the scheme must be resident in the UK and aged 18 years or over.
4. Members are only entitled to one loyalty card and account each. MyHealth Mobility reserves the right to refuse, merge or close additional accounts at any time.
5. Members must register their personal details in any of the MyHealth Mobility shops and keep MyHealth Mobility informed of any changes. MyHealth Mobility cannot be held responsible for any loss of loyalty cards (key fobs) incurred as a result of out of date details.
6. New accounts that are not registered within two years of first being used and accounts with out of date details that have not been updated for two years will be removed and any points or vouchers forfeited.
7. The loyalty card, in whatever form, is not transferable, cannot be copied and can only be used by the member who is named and registered for the card or by anyone who is resident at the same registered address.
8. Loyalty cards (key fobs) remain the responsibility of the card holder, as do any security details relating to the account. MyHealth Mobility cannot be held responsible for any loss arising from the member failing to ensure the safe-keeping of these items.
9. MyHealth Mobility may decline to issue, withdraw or cancel accounts, cards (key fobs) and points, in whatever form, and / or remove a member from the scheme at any time where there is reasonable belief of:
 - a. any abuse or attempted abuse of the scheme;
 - b. any breach or attempted breach of these terms and conditions and / or those relating to the optional elements of the scheme;
 - c. any behaviour relating to the loyalty scheme or MyHealth Mobility that involves theft, misconduct, abusive or offensive behaviour, or supplying false or misleading information.
10. Loyalty cards (key fobs) can only be used for purchases from MyHealth Mobility showrooms which are currently located in Hailsham, Bexhill-on-Sea and Eastbourne (correct of 2016) and any promotional partners who are part of the scheme.
11. The scheme is only for personal and consumer use. Loyalty cards (key fobs) cannot be used for any business transaction or purpose.
12. Loyalty scheme accounts, cards (key fobs) and points cannot be transferred, bought, sold or in any way traded.
13. Loyalty cards and points can only be collected and spent in-store. The loyalty scheme is not available for use online.
14. Members can choose to leave the scheme at any time. By leaving the scheme members forfeit the right to any points already accrued or issued.

15. Members who do not collect any points for two years will be removed from the scheme and will need to reapply for new membership should they wish to rejoin.
16. Members may inherit the points or vouchers of a family member who has died by providing a written request informing us of the membership details of the deceased.

Points

1. Members must present their loyalty card (key fob) at the till when they checkout in store in order to collect points for a transaction. Members who forget to do this may have their points added manually up to 14 days after the transaction upon production of a valid receipt, providing the receipt belongs to the claiming member and is based on their personal spend. Points may only be claimed for up to two receipts per day.
2. Points cannot be collected online or spent on an online transaction or phone transaction.
3. Points can only be spent on future purchases once the card holder has a minimum of £20 worth.
4. Points cannot be spent on the same purchase they are earned on.
5. Points cannot be exchanged for cash.
6. MyHealth Mobility may set a limit on the number of times points may be awarded for promotional items on which additional points are available. Individual promotions may have different limits as communicated in their purchase conditions. Any participation in promotional offers above and beyond what could objectively be considered consumer behaviour or personal use may be considered as abuse of the scheme.
7. MyHealth Mobility is entitled to remove points at any time if products are returned for any reason and a full or partial refund of the purchase price is given. This also applies to the exchange of products, unless the exchange is for products with an equivalent points value.
8. Points awarded at the time of the transaction or vouchers already issued may be removed or cancelled if MyHealth Mobility determines that the points were collected in breach of these terms and conditions or were awarded in error. For the avoidance of doubt, any advice or actions of our staff that is contrary to these terms and conditions will not have the effect of changing these terms and conditions.
9. The current points rate is one point for every 50p spent.
10. MyHealth Mobility is under no obligation to award points for any reason outside of qualifying transactions.

General

1. The promoter of MyHealth Mobility Loyalty Scheme is MyHealth Mobility, Unit 13, North Crescent, Diplocks Way, Hailsham, BN27 3JF.
2. These terms and conditions replace all previous versions, are correct as of December 2016 and shall be governed by and construed in accordance with the laws of England, and any disputes will be decided only by the English courts. MyHealth Mobility reserves the right to change these, at any time, on reasonable notice for legal, regulatory, business or policy reasons. Members who continue to participate in the

scheme following such a change will be considered to have accepted the updated terms and conditions.

3. A person who is not a party to these terms and conditions shall have no right under the Contract (Rights of Third Parties) Act 1999 to enforce any term of these terms and conditions, but this shall not affect any right or remedy of a third party which exists or is available apart from that Act.
4. Due to printing lead times, the terms and conditions in store may not reflect the most recent changes. These are the most up to date terms and conditions.
5. Where indicated, further information can be found by contacting MyHealth Mobility on 01323 444861, visiting any of 3 showrooms or emailing info@myhealthmobility.co.uk.