

# Heidelberg Online Rewards Program (effective June 2016)

## Overview

1. The Heidelberg Online Rewards Program is an online customer rewards program offered by Heidelberg Graphic Equipment Limited ("Heidelberg UK").
2. The Heidelberg Online Rewards Program (the "Program") issued January 2012 is offered to all Online Shop Customers. UK companies that hold an Account with Heidelberg Sales and Support Online, as defined in section 3 below, take part in the Program with every qualifying purchase. Heidelberg UK may, at its sole discretion, terminate the Program at any time. Termination of the Program will be made by providing 30 days notice in accordance with section 18.

## Program Participation

3. To participate in the Program, a customer account (an "Account") must be set up with Heidelberg Sales and Support Online according to the terms and conditions as stated on our website. There is no fee to set up an Account. Program participation is granted in Heidelberg UK's sole discretion and may be withdrawn at Heidelberg UK's sole discretion with or without notification.
4. Rewards are available through the redemption of Heidelberg Rewards Program Points ("Points"). When enough Points have been accumulated to obtain the Reward(s) desired, the designated primary online contact of the customer Account can order the requested Reward(s) featured online through the Heidelberg UK Sales and Support Online website (found at <https://shop.heidelberg.com/gb> "The Shop"). While each Account may have several contacts, it can only have one designated primary online contact that will be selected by the proprietor or appropriate board level director for that Account. Heidelberg UK reserves the right to confirm the designation of the primary online contact with the proprietor or board director of the customer Account. For orders placed online, the terms and conditions of [www.uk.heidelberg.com](http://www.uk.heidelberg.com) will apply in addition to the terms and conditions of the Program.
5. The term "Rewards Program Points" means the points earned by the Program participants in connection with each Pound of purchase (before taxes) at the Heidelberg UK e-Shop, regardless of method of payment and subject to the exclusions set out in section 9 below. Bonus Points may be earned by Accounts by purchasing consumables and service part products or product groups as designated by Heidelberg UK from time to time, as special promotional items. These bonus Points have the same value as Points for the purposes of Rewards redemption. Any points earned in conjunction with the Program are referred to as "Points".
6. Points issued in respect of a purchase are typically shown on "My Account" within the e-Shop. If Points do not appear on a receipt, participants may inquire about the Points awarded relating to the purchase in question and their Points status in general at Heidelberg UK Customer Service. Information regarding current Points totals is available on the My Account within the Heidelberg UK e-Shop. (Found at The Shop)
7. In the case of refunds, all Points awarded for that purchase will be deducted from the Program Account.
8. Points have no cash value and are not exchangeable for cash. The approximate retail value of the Points will vary depending on the Reward chosen at the time of redemption. Points cannot be sold, purchased, assigned or transferred, except as specifically provided in these terms and conditions, or in connection with special programs advertised by Heidelberg UK in its sole discretion. Points are void if sold for cash or any other consideration. Any Points remaining to an Account after the Program has been terminated will be null and void.
9. Rewards Program Points may not be issued for the following (unless clearly specified otherwise): Consignment stock based products, delivery fees and products or categories of items which may be specified as exclusions by Heidelberg UK in its sole discretion from time to time.
10. If no Points are earned by any Account during a 12-month period, all accumulated Points may be forfeited, with or without notice, at Heidelberg UK's sole discretion.
11. Rewards available for redemption are featured on the Rewards section of our website. Heidelberg UK will endeavour to ensure availability and reasonable supply of all Rewards, but circumstances may arise that will make some items unavailable. In such cases, Heidelberg UK may (at its sole discretion) discontinue the item or substitute a similar

item of equal value. Heidelberg UK provides no guarantee that any Reward will remain available for the entire term of the Program.

12. Unless otherwise noted, Program Rewards can only be delivered to the Account's address as it is registered with Heidelberg Sales and Support Online.
13. Heidelberg UK does not guarantee delivery times for any delivery of a Rewards Program Reward. Delivery of items does not include services such as removal of packaging or installation. A signature must acknowledge receipt of delivery when applicable.
14. Rewards Program participants ("Participants") must advise Heidelberg UK immediately of any change of address online or by writing to Heidelberg Graphic Equipment, 69-76 High Street, Brentford, Middlesex, TW8 0AA.
15. Heidelberg UK will not be liable or responsible in any manner for any tax consequences that may flow from participation in the Rewards Program. The Account will be solely responsible for the reporting of any income tax benefit and the payment of any taxes.
16. Heidelberg UK may, at its sole discretion, revoke Points associated with the consumables and service part purchase in question, to reflect the loss suffered and expenses incurred by Heidelberg UK and/or revoke membership in the Rewards Program, with or without notification, under the following conditions;
  - Participant abuses any of the Program's privileges.
  - Participant fails to follow any of its terms and conditions.
  - Participant defaults in making any required account payments on any Heidelberg UK account.
17. Points are not transferable or assignable.
18. Heidelberg UK may, at its sole discretion, restrict, suspend, amend, extend or otherwise alter the Program or certain aspects of the Program, with or without notice. Where notice is given pursuant to any section of these terms and conditions it will be via a notice posted on [www.uk.heidelberg.com](http://www.uk.heidelberg.com).
19. The current terms and conditions of the Program are set out online at the shop, [www.uk.heidelberg.com](http://www.uk.heidelberg.com). Points awarded for purchases made from the Heidelberg UK e-Shop are awarded in accordance within the current terms and conditions.
20. These terms and conditions shall be construed according to the laws of England and the Buyer hereby agrees to submit to the sole and exclusive jurisdiction of the Courts of England. Should these Conditions be translated into any language other than English, this English version of the Conditions shall prevail over any translation.
- . All decisions regarding the interpretation of these terms and conditions and the administration of the Heidelberg Online Rewards Program and any disputes arising there from shall be resolved by Heidelberg UK AT its sole discretion. All such decisions shall be final and binding on all Program participants. In no event shall Heidelberg UK's liability with respect to the Rewards Program, including liability for negligence or breach of contract, be greater than the Points accumulated to the Rewards Program Account at the time the dispute arose.
21. Rewards Points are valid for a period of 3 years. After this time they will be removed and no longer valid.

### **Privacy Statement**

Heidelberg UK appreciates your visit to our website and your interest in our products. At Heidelberg, your right to privacy and data security is our primary concern. We want you to feel comfortable visiting our site. By accessing or using the web site of Heidelberg, you agree to our Privacy Statement as outlined below: Personal Data under some circumstances, Heidelberg may provide you with a form to enter personal information about yourself. It is completely optional for you to engage in these activities. We need your personal information only to process your inquiry. All data will be treated confidentially. Heidelberg does not share user data with third parties.