

Bonus Card Terms & Conditions

Registering for a Bonus Card

These terms and conditions were last amended on 27 March 2017.

1. Bonus Cards are available in all participating Iceland stores in Ireland to anyone resident in Ireland who is aged 18 years or over.
2. To apply for a Bonus Card, pick up an application form and card in store. Fill in the form and give to an Iceland representative in store or post it to the address given on the form. Iceland will register your details.
3. These terms and conditions govern your use of the Bonus Card and fob and set out the terms of the contract between Iceland Stores Ireland Limited ("Iceland") and you. Submission of a completed form indicates acceptance by you of these terms and conditions.
4. Once you have successfully registered as a first time Bonus Card Holder you will be entitled to a welcome offer, which will be printed on the receipt the next time you shop and use your Bonus Card. Please note it may take up to 4 weeks for the registration of your Bonus Card to be completed. To have a Bonus Card you need to supply us with your email address and home address.
5. Bonus Card holders are only entitled to one Bonus Card and one key fob.
6. Bonus Cards and key fobs are personal to the registered Bonus Card holder who is responsible for all use of their Bonus Card and key fob. Iceland accepts no responsibility for the unauthorised use of a Bonus Card or key fob.
7. Bonus Cards and key fobs are issued by and remain the property of Iceland which reserves the right to withdraw, decline or issue a new card without notice.

Saving on your Bonus Card

8. Iceland's Bonus Card Savings Scheme (the "Savings Scheme") enables a registered Bonus Card holder to add savings to their Bonus Card ("Savings").
9. Savings can be added at any time in participating Iceland stores by way of cash and/or debit/credit card payment. Please note that it can take up to 48 hours for your Savings to be added to your Bonus Card.
10. The maximum amount of Savings (including bonuses) allowed on your Bonus Card is €1,000. No interest is added to any Savings held on your Bonus Card.
11. All Savings added to the Savings Scheme are ring fenced in an Iceland Bonus Card Savings Trust bank account which is separate to all other Iceland bank accounts. The Trust is separate to the rest of the Iceland group.
12. Members of the Savings Scheme will receive a €1 Iceland bonus each time an aggregate of €30 of Savings is added to your Savings balance (in one or a series of transactions). Once a Savings milestone is met, the milestone will be reset and a further total of €30 of Savings must be added to your Savings balance (in one or a series of transactions) to receive your next €1 bonus. Bonuses or other promotional amounts added by Iceland do not count towards a €30 milestone. Each €1 bonus will be automatically added to your Savings balance within 48 hours of meeting a €30 milestone.
13. Savings can be used to purchase products in participating Iceland stores.
14. No cash alternative or refund will be offered for your Savings under any circumstances.
15. No change will be given where Savings are redeemed in part and the balance of any unredeemed Savings will remain on your Bonus Card.
16. You can carry out a balance enquiry in store or by calling the Helpline or emailing us (details below). Your balance will also be printed on the bottom of your receipt every time you shop in an Iceland store and swipe your Bonus Card.
17. Any transactions will take up to 24 hours to be recorded on your Bonus Card. Iceland accepts no responsibility for any computer or equipment failure resulting in lost transactions from any Bonus Card account or technical issues with address verification. In the event of a computer error Iceland

will restore the last recorded unused balance to your Bonus Card. If you have any queries about your Bonus Card please contact the Helpline.

18. Your Bonus Card will automatically expire 24 months after the last time you use it and any remaining balance will expire and will not be retrievable. If you have €1 or more saved on your Bonus Card, we will send you an email in advance of the expiry period. If you would like to keep your balance for longer than this, please give us a call via the Helpline or email us.

19. If your Bonus Card is lost or stolen you must notify the Helpline immediately between the hours of 09:00-17:00 Monday to Friday. On notification of any lost or stolen Bonus Card, the Helpline will cancel the card and transfer any Savings to a new card. You are solely responsible for the safety and security of your Bonus Card. In the event that your card is lost or stolen Iceland shall not be liable for any Savings taken from your account prior to your notifying Iceland of your lost/stolen Bonus Card.

20. You may cancel your Bonus Card at any time by writing to Bonus Card Customer Service Team (details below). Any remaining balance on your Bonus Card will be lost on cancellation. It is therefore important that you make sure that any Savings on your Bonus Card are redeemed prior to cancellation.

Home Delivery Service

21. The Home Delivery Service is only available to Bonus Card holders and only applies when you spend €30 or more (excluding any Savings added in that transaction) in one transaction at a participating Iceland store and is subject to a maximum travel distance. The radius for participating stores is 10 kilometres from the delivery address except where the store is within Greater Dublin where a 5 kilometre radius will apply. Details of participating stores can be obtained by visiting our website at Iceland.ie. Delivery time slots are subject to availability.

22. Iceland reserves the right to withdraw or amend the terms of the Home Delivery Service at any time without notice to you.

23. The Home Delivery Service is only available for the delivery of items purchased at Iceland. The Home Delivery Service will deliver goods to your door. Our drivers will assist where possible, but they are not obliged to enter your premises.

24. The Bonus Card holder, or another person nominated by the cardholder who is over 18 years of age, must sign for any goods that Iceland deliver. It is the cardholder's responsibility to ensure that they, or an authorised person who is 18 years or over, is at the delivery address when we try to deliver the goods. If no one is there we will leave notification of our visit, return the goods to our store and try to contact the Bonus Card holder to arrange a date and time for redelivery. Under no circumstances will goods be left unattended, for example, in a customer's garage, or with anybody who is under 18 years of age. Proof of age and identity may be requested upon delivery. Signature upon receipt of the goods will be proof of delivery.

25. Iceland reserves the right to withhold the delivery of alcoholic drinks to persons who look under the age of 25 and cannot prove that they are 18 or over, are under the age of 18 or appear to be under the influence of alcohol.

26. To comply with licensing laws we can only deliver alcohol during our licensed hours, these vary for each store but are usually 10:30 to 22:00 Monday to Saturday and 12:30 to 22:00 Sunday.

27. Despite allocating time slots for delivery, Iceland cannot guarantee a time for delivery.

28. Iceland will not be liable if the cardholder fails to notify a change of address.

29. Faulty or damaged goods must be notified to the store or the Helpline within 24 hours of delivery.

30. Ownership of, and risk in, the goods will pass to you once we have delivered your order. You should read all information on the product label carefully. If the delivery address stated on your order is not the address where you live, Iceland will not be liable for any damage or detriment to the goods caused by the onward delivery to you.

31. Iceland may decline to offer free Home Delivery in the event of temporary failure of electrical equipment, mechanical breakdown, industrial action, adverse weather conditions or other reasons beyond Iceland's control.

32. Whilst we take every care to deliver your order we cannot be liable for any loss or damage you may incur (whether direct or indirect) arising from any delay, failure or other problem relating to our delivery of the goods.

Keeping us up to date

33. The Bonus Card holder is responsible for making sure that any information Iceland holds about you (including your name and address) is correct and up to date. You can let us know about any changes to your details by calling the Helpline, writing to Bonus Card Customer Service Team, Unit 250, Corporate park 2, Blanchardstown, Dublin 15 or emailing us.

Things you need to know

34. Iceland does not accept liability for lost, stolen or damaged cards or key fobs. Iceland cannot be held responsible for any loss arising (including the unauthorised spending of Savings) from a Bonus Card holder failing to ensure the safe keeping of these items or any security details relating to a cardholder's account or failing to immediately report a card as lost or stolen. If a card or key fob is lost, stolen or damaged, immediately call the Helpline when it is open. If your Bonus Card is lost or stolen we will disable your original card and key fob and issue you with a new Bonus Card and key fob. If your Bonus Card is damaged we will issue you with a replacement Bonus Card and key fob but your account will not be disabled. In each case Iceland will transfer the last recorded unused balance on to your new or replacement card which will be posted to your registered address.

35. Nothing in these terms and conditions shall limit our liability for death or personal injury resulting from our negligence nor limit any legal rights you have as a consumer.

36. Iceland may amend these terms and conditions at any time. All changes to the terms and conditions shall appear on our website at Iceland.ie. Please check our website regularly for changes.

37. Iceland may withdraw the Bonus Card scheme at any time but will give you reasonable notice so that you may use your Savings to make purchases at a participating Iceland store prior to such withdrawal.

38. Iceland reserves the right to take any appropriate action deemed necessary where there is reasonable belief of: a. any abuse or attempted abuse of the Bonus Card scheme; b. any breach or attempted breach of these terms and conditions; and/or c. any behaviour that involves theft, misconduct, abusive or offensive behaviour, or supplying false or misleading information.

39. The provision of the Savings Scheme and the Home Delivery Service as well as these terms and conditions are subject to Irish law and the parties submit to the non-exclusive jurisdiction of the Irish courts.

How we use your information

40. If you authorise us to do so, Iceland will use the details you have provided on your application form to contact you via email to send you offers and keep you up to date with promotions and information about products, services and the Bonus Card. If you do not wish to receive such information, please email us or call the Helpline (details below) and request to be removed from all future marketing activity

41. Bonus Card holders who opt in to receiving Slimming World offers and promotions will receive exclusive Slimming World communications with product information and special offers in addition to standard Bonus Card communications. You can turn off the Slimming World preference at any time by contacting the Helpline or emailing us (details below). Please note that you will still continue to receive standard Bonus Card marketing communications unless you opt-out of all marketing using the details set out above.

42. Bonus Card offers and promotions (including Slimming World offers and promotions) are available in Ireland only unless otherwise stated. Special offers and promotions are sent to Bonus Card holders at Iceland's complete discretion and not all Bonus Card holders will receive every special offer or promotion.

43. Iceland will use any information you provide to us together with details on how you use your Bonus Card and what you buy in our stores to help manage our Bonus Card scheme and improve the way we run it, understand our customers' shopping behaviours and improve our service.

44. Please refer to our Privacy Policy at Iceland.ie for further details about how we use your information.

45. When you contact the Helpline we will verify your identity using the information provided at registration or subsequently. If the caller is anybody other than the Bonus Card holder then we will still need to verify the identity of the Bonus Card holder and confirm that they are happy for us to speak to someone else on their behalf. If we cannot verify the Bonus Card holder's details then unfortunately we may need to terminate the call.

Iceland Employees

46. Employees of Iceland (or its associated companies) can apply for a Bonus Card, use any discount vouchers received in connection with their registered Bonus Card, and are eligible to save using their Bonus Card but they will not be eligible for staff discount when adding Savings to their card. Employees may, however, use their staff discount card when redeeming Savings.

Who We Are and How to Contact Us

47. The Bonus Card Savings Scheme and Home Delivery Service are operated by Iceland Stores Ireland Limited, registered office: 6th Floor, South Bank House, Barrow Street, Dublin 4.

48. Bonus Card Helpline: 01 8853868 Mon-Fri 9am-5pm (opening hours subject to change), calls will be charged at standard local rate. Calls may be recorded.

49. Email address: bonuscard@iceland.ie

50. Bonus Card Customer Service Team, Unit 250, Corporate Park 2, Blanchardstown, Dublin 15.