

## **Páramo Image Pro Card Terms & Conditions**

*Páramo Directional Clothing Systems ('Páramo') is offering a membership card, with a value to its professional end users (The 'Scheme').*

*The following terms and conditions apply to this Scheme:-*

### **The Scheme**

1. The Scheme is operated and promoted by Páramo Directional Clothing Systems, Unit F, Durgates Industrial Estate, Wadhurst, TN5 6DF.
2. The Image Pro card (the 'Card') is issued by and remains the property of Páramo.
3. The Scheme is free of charge to all persons who elect to join and are accepted onto the Páramo Image Professional Scheme. Páramo reserves the right to alter the details and requirements of the Scheme.
4. Entrance requirements to the scheme are monitored by Páramo, any decisions to admit / remove members from the scheme are those of Páramo and will be deemed final. To be accepted as a member of the Scheme and be issued with a Card, prospective members must demonstrate that they wholly or significantly in part earn their living from Image, photographic or audio-visual occupations and/ or possess certain professional qualifications or association membership reflecting their commitment to those fields.
5. The Image Pro card can only be used when buying direct from Páramo, at designated Páramo events and at such other third party/ partner outlets who may be part of the Scheme (as notified to you by Páramo from time to time).
6. The Páramo Image Pro scheme is mail order only and members cannot currently purchase online.
7. To apply for a Card and take advantage of the Scheme the potential member must be aged 16 years or over.
8. The name, full postal address, email address, and signature of the Scheme member must be provided for a Card to be valid.
9. The Card cannot be used as a credit card or a guarantee card.
10. The Card can only be used by the person whose signature is on the Card. Neither the Card nor the points thereon are transferable to other Cardholders.
11. If these terms and conditions are breached, or if Páramo reasonably believes that the terms have been breached these terms and/or the Scheme abused, the Card may be terminated without prior notice. Páramo reserves the right to take any action deemed necessary where a Cardholder is found to have abused the<sup>®</sup> Scheme.
12. In addition to point 10 above, Páramo reserves the right to (i) stop issuing Cards at any time; (ii) on notice to alter or amend the terms and conditions of operation of the Card and/or Scheme; and (iii) on notice to withdraw or cancel the Cards and/or the points (including the redemption and issue of such) and/or terminate the Scheme. A Cardholder may terminate his/her involvement in the Scheme and cancel his/her Card at any time.
13. Notices detailing any revision to Terms & Conditions will be posted on the Páramo website at [www.paramo.co.uk/imagepro](http://www.paramo.co.uk/imagepro).
14. To qualify for the appropriate discount and to collect points for a qualifying transaction, Cardholders must quote their membership/ card number at the start of the transaction. Cardholders cannot retrospectively claim points on purchases made before they joined the Scheme.
15. The appropriate Scheme Discount and Points will be awarded on Páramo goods purchased direct from Páramo, with the exception of gift vouchers. If a discounted price is offered for an item (for example, as part of a national promotion or event day), the customer will be asked to elect whether to receive Páramo points on that transaction or to receive the cash discount.

15. Páramo reserves the right to offer bonus points on certain products as selected by Páramo from time to time at its sole discretion.

16. Cardholders will receive points on qualifying transactions. Points are awarded at a rate of 5 points for every £1.00 spent or a pro rata amount rounded up to the nearest point. This can be altered at the discretion of Páramo and the number of points issued may vary between qualifying purchases at certain times.

17. Points will usually be loaded on to a Card within 24 hours (across normal working days) of dispatch/collection of goods. In circumstances of system failure, or purchase through a designated outlet (see paragraph 5), it is expected that points will be loaded within 72 hours. In most circumstances any bonus points that are earned will be loaded onto the Card 72 hours after the date on which the goods are purchased. Points cannot be redeemed until loaded on to the Card.

18. Points have no cash redemption value and cannot be exchanged, sold or transferred. If overpayment is made using points, no change or credit will be given.

19. Páramo will reverse the associated points earned or redeemed if a transaction on which points are earned or redeemed is cancelled or reversed or if a product is returned (in accordance with Páramo's Returns Policy). The Cardholder must make Páramo sales staff aware if they make a return so that the points awarded can be adjusted on the Cardholder's account for the product being returned. Points will be removed at the same value as accrued for all Páramo goods returned/refunded.

20. Páramo will contact Cardholders who have earned sufficient points twice a year by email with a Points statement and details of how the accrued Points can be used.

#### **Data Protection and your details**

21. These terms and conditions and Páramo's Privacy Policy, available on the website, govern Páramo's use of personal data collected from Cardholders. Páramo will not pass Cardholder/ Scheme member details on to any third party unless the Cardholder has agreed that their details may be passed on to other companies. We may occasionally send the Cardholder information about products, services and events provided by us and our sister company Nikwax Limited and other companies that we believe may be of interest to the Cardholder.

22. By signing up to the Scheme and providing their personal details, Cardholders will be sent Páramo Image Pro Scheme updates, special offers and event information unless they subsequently notify us that they do not wish to receive these. If the Cardholder/ Scheme member declines to receive such information they will effectively be unsubscribing from their Image Pro account as both the Card and the Points will be administered by email or postal communication.

23. We may also use the details from the Cardholder/ Scheme member application form and information on what subsequent purchases to help us manage the Scheme more effectively.

24. It is important that the Cardholder contact details are kept up to date in order that Páramo can operate the Scheme effectively to benefit the Cardholder. Please alert Páramo to any change in details via the Páramo London store, the Páramo website or by phoning our Customer Services on 01892 786446.

#### **General**

25. If the Card is lost, stolen or, for whatever reason, not working, the Cardholder should contact Páramo Customer Services by telephoning 01892 786445 between 9.00am and 5.30pm, Monday to Friday or by notifying a member of staff at Páramo. Páramo cannot be held liable for lost, stolen or damaged Cards, or any points accrued on or redeemed from the Card without the Cardholder's knowledge. Páramo reserves the right not to issue a replacement Card.

26. The Scheme cannot be used in conjunction with any other discount or promotion, outside that which is deemed to be part of the scheme. Páramo reserves the right to change this at any time.

27. If any point in these terms and conditions is held to be invalid in whole or in part, that part shall be deleted and the validity of the remaining terms shall not be affected.

28. These terms and conditions and the Scheme are subject to the laws of England and Wales.