

# Stacked Rewards Programme Terms and Conditions

Updated July 2022

## WHO IS ELIGIBLE?

Only existing Stacked customers are eligible to participate in the Stacked Rewards programme.

## EXCLUSIVE REWARDS

Participation is by invitation only. Users are added at the discretion of their account manager.

## BONUS POINTS

Opportunities to earn bonus points may be offered periodically, and at the discretion of Stacked. Any criteria for earning bonus points, where a minimum spend amount applies, refers to the ex.vat value of the line item or order. Bonus points will be added manually by Stacked to the users account after the stated time period for earning the bonus points is up. Queries on this should be directed to [hello@stacked.ie](mailto:hello@stacked.ie).



- Points are calculated based on the invoiced value of any order placed for eligible products. Returns of goods will result in points that had been applicable on these goods been deducted from any current balances.
- Some product exclusions apply; currently paper products, postage stamps, Covid-19 PPE products, branded printer supplies and IT hardware.
- Stacked may exclude additional products or categories from the rewards programme. Changes to exclusions will be updated on our Terms and Conditions and come into effect immediately once updated.
- There is no cash alternative to the rewards redemption balance.
- Points are not transferable and can only be redeemed if the users account with Stacked is not overdue.
- Rewards balances will be voided if there is no trading on the user's account for any period greater than 3 months.
- To redeem points, an order must have been placed within the previous 30 days.
- Voucher orders are usually processed within 5 working days and vouchers should be delivered within 10 working days. Stacked cannot be held liable for any delivery delays which are outside of their control.
- If a user wishes to update their contact information, they should email [hello@stacked.ie](mailto:hello@stacked.ie) with 'Rewards Programme' in the subject line.
- Stacked may modify any of the terms and conditions governing the programme - including, but not limited to, the methods through which points can be earned, how points can be used, the value of points earned, and the conditions under which points may be forfeited - at any time, with or without notice, even though these changes may affect a customer's ability to use the points that they have already earned.
- The programme has no predetermined termination date and may continue until such time as Stacked decides to terminate the programme.
- Stacked may discontinue the programme at any time, with notice via email to the users email address currently on file with Stacked for their rewards account.
- In the case of the rewards programme being discontinued, where possible, users will be notified by email and given 30 days to redeem their points, subject to the conditions above.
- Stacked reserves the right to terminate any rewards account that they believe is being misused with or without prior notification.
- A user's continued participation in the Stacked Rewards Programme constitutes their acceptance of any changes to these Terms and Conditions.
- Users are responsible for remaining knowledgeable as to any changes that Stacked may make to these Terms and Conditions.
- The most current version of these Terms and Conditions will be available on the Stacked website and will supersede all other versions.