

## WHAT IS THE NVEE REWARDS SCHEME?

- We want to reward all of our existing and future customers for showing their loyalty to NVEe. We will continue to offer great vape products, with free standard UK delivery and great service but we know that our customers deserve to be rewarded for continuing to spend their money with us. Here is our reward points programme where, subject to any promotional offering, every pound you spend with us is rewarded with 5 points. Once you become a customer of NVEe, these points will start to accumulate automatically and can be used for redemption for future orders on [www.nvee.co.uk](http://www.nvee.co.uk).

## HOW DO I EARN NVEE REWARDS POINTS?

- All customers who buy an NVEe product on our website or sign up to an account upon or after their first purchase from 1<sup>st</sup> September 2021 will be automatically enrolled into the rewards points programme.
- All existing customers will be enrolled into the reward points programme.
- Without an account, you cannot collect points.
- During promotional periods, additional points stated will be applied.
- Subject to any promotional period, when you place an order you will receive 5 points for every full £1 you spend on eligible products (delivery costs not included). For example, if you spend £25.99, you will earn 125 Reward Points.
- Look out for special events where you can earn extra points, e.g. refer-a-friend (when available), your birthday (subject to correctly completed profile), and leaving product reviews. Please see specific terms below.
- Existing and new customers are eligible to join and benefit from the rewards programme.

## LOYALTY SCHEME TERMS & CONDITIONS

- The NVEe Rewards programme is only applicable to the NVEe website from 1<sup>st</sup> September 2021.
- Every customer who buys an NVEe product on the website, who registers or has an account is automatically enrolled into the programme and will be able to begin accumulating Reward Points.
- You can only redeem any Reward Points you have when you are logged in to your account at [nvee.co.uk](http://nvee.co.uk).
- It is the account holder's responsibility to ensure that they are correctly logged in to their account to view, earn and redeem points.
- Only one account is allowed per customer.
- Any Reward Points allocated are personal to the account holder and cannot be transferred to any other person/account nor exchanged for cash.
- Galaxy Connect is not liable for Reward Points or loyalty scheme accounts that have been misused by the account holder.
- Guest checkout accounts are eligible to earn Reward Points but must be logged in to redeem points.
- Reward Points will not be applied retrospectively.
- Reward Points will be cancelled or deducted should any items be returned or where a refund is requested.

- The number of Reward Points you have accumulated and redeemed can be checked within your account – you can log in at [nvee.co.uk](https://nvee.co.uk).
- You can choose to spend your Reward Points on the checkout page under the section marked 'Redeem Reward Points'.
- The points you earn from the order relates to the end price you pay for your order, minus any discounts.
- You cannot redeem Reward Points against any delivery costs.
- You will be rewarded with 5 Reward Points for every whole £1 that you spend in a single order (excluding any delivery fees paid).
- The redemption value per 5 Reward Points awarded is 5p. These points can only be redeemed on future orders.
- Existing customers of NVEe before 1<sup>st</sup> September 2021 will be automatically enrolled into the NVEe Rewards programme.
- NVEe Rewards account holders will be awarded Reward Points when successfully posting a product review on [nvee.co.uk](https://nvee.co.uk).
- Reward Points awarded for a birthday is subject to the account being completed with a date of birth. Reward Points for birthdays will not be applied retrospectively.
- Any other eligible and qualifying discounts can and will be applied before Reward Points can be redeemed.
- Customers can choose to opt-out of the programme at any time by emailing [info@nvee.co.uk](mailto:info@nvee.co.uk).
- The scheme is for UK customers only.
- Galaxy Connect reserves the right to:
  - flag up, suspend or delete any account where the account holder is deemed to be abusing the Reward Points programme in any way. This includes but is not limited to setting up duplicate accounts at [nvee.co.uk](https://nvee.co.uk).
  - amend the value of Reward Points that you can accumulate as well as the redemption value of these points.
  - change the terms and conditions of the loyalty programme at any time without prior notice.
  - at any time without notice, end the scheme or decline any issue of membership.