

## **BOND POINTS Loyalty Scheme Terms and Conditions**

1 These rules govern the BOND POINTS Loyalty Scheme ("Scheme") operated by G B Willbond Limited of Deakins Place, Radford, Nottingham NG7 3FT ("we", "our" and "us").

### **Eligibility**

2 Under the Scheme, there is no need to either register for, or to claim, BOND POINTS. All eligible credit account holders shall automatically receive BOND POINTS and shall become BOND POINTS account holders.

3 You may opt out of receiving BOND POINTS by notifying us in writing. If you do, all your BOND POINTS will be forfeited.

4 Local authorities, utility companies, merchants, bathroom, tile and kitchen retailers will not be eligible to receive BOND POINTS.

5 You may be removed from the Scheme at any time at our discretion.

### **BOND POINTS**

6 BOND POINTS will be earned on all items in the BOND catalogue published in hard copy and as a PDF on the website with the exception of tiles, adhesives, grout and sealant ("BOND Products").

7 The Scheme currently represents an approximate 2.5% discount. See BOND POINTS schedule at [www.willbond.co.uk](http://www.willbond.co.uk). Printed copies available upon request.

8 Every time you purchase BOND Products the invoice will show the number of BOND POINTS earned for that purchase and a BOND POINTS account statement will be issued to you every calendar quarter showing the total number of BOND POINTS earned.

9 The BOND POINTS collection period may vary.

10 Each BOND POINT has a value of 25 pence and each quarter a credit note for the corresponding monetary value will be issued to you.

11 BOND POINTS cannot be sold, or in any way traded. BOND POINTS may in exceptional circumstances and at our total discretion, be transferred.

### **Credit Notes**

12 Credit notes will be raised in respect of the quarterly periods ending on the last day of March, June, September and December.

13 Credit notes shall be issued against your credit account in the final month of each quarter (e.g., a credit note will be issued in March, June, September and December).

14 Any BOND POINTS earned on purchases of BOND Products that are subsequently cancelled or refunded, shall be deducted from your BOND POINTS account.

15 Credit notes will not be raised on any BOND POINTS accounts showing less than 20 BOND POINTS in a given quarter and those points will be forfeited at the end of that quarter. BOND POINTS cannot be carried over to the next quarter.

16 All credit notes will be subject to VAT at the standard rate.

### **General**

17 BOND POINTS are not redeemable for cash.

18 We reserve the right to amend these rules, including the level of reward offered and any promotional offers, at any time. We shall give you notice of any changes as early as we reasonably can. Any changes shall be notified to you by the display of notices in-store, online and/or through communications with you.

19 We reserve the right to withdraw or suspend the scheme at the end of any quarter giving as much notice as we reasonably can.

20 Our only liability under this Scheme is to honour any outstanding BOND POINTS for which you may be entitled to a credit note in accordance with these rules. All other liability, to the extent permitted by law, is excluded.

21 We will not be liable to you under the Scheme for anything beyond our reasonable control, including but not limited to any inability to issue BOND POINTS account statements or credit notes.

22 Any communications regarding the Scheme should be sent to:  
Accounts Department, G B Willbond Ltd. Deakins Place, Radford, Nottingham NG7 3FT.

23 The Scheme is subject to English law and to the exclusive jurisdiction of the English courts.

[willbond.co.uk](http://willbond.co.uk)

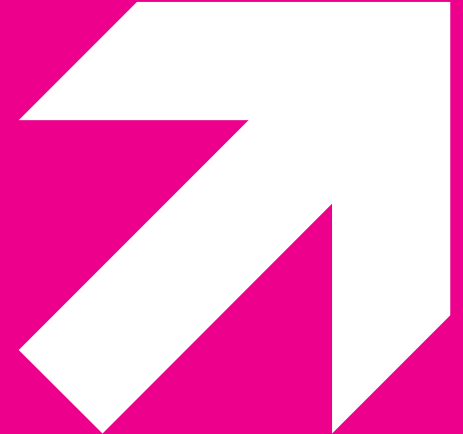


# LAUNCHES TODAY!

# The name's BOND

**"Nothing could be easier.  
Buy and you save –  
automatically.  
No forms to fill.  
No scheme to join.  
Everything's done for you!"**

Tony Hogg



# BOND POINTS

## BUY BOND/ EARN POINTS/ SAVE MONEY

We're delighted that our own-brand **BOND** range of Bathroom, Kitchen and Plumbing Goods has been brilliantly received by the trade. We know that you want reliability, simplicity, ex-stock availability and outstanding value – so that's what we deliver!

And now, things get even better for you – and you don't need to do anything!

From 1 April 2010, the **BOND** range will be even better value for credit account holders as almost all purchases from our **BOND** catalogue will automatically earn **BOND POINTS** that we'll credit to your account on a quarterly basis.

There's **NO NEED TO REGISTER** for, or claim **BOND POINTS** – our computer system does it all automatically including raising your **credit note**.



A typical **BOND POINTS** credit note



How your **BOND POINTS** statement will look

Every time you make a **BOND** purchase, our invoice will show the number of **BOND POINTS** you've earned. We'll send you a **statement every quarter** showing the total number of points on your account together with a credit note for the corresponding monetary value.

Once we've raised the credit note, we'll zero your **BOND POINTS** Account and the process starts again with points accruing for all your **BOND** product purchases in the new quarter.



### The sums. At a glance

**BOND POINTS** represent an approximate 2.5% discount.

Every **BOND POINT** credited to your account is worth 25 pence.

See the **BOND POINTS** schedule at [www.willbond.co.uk](http://www.willbond.co.uk)

### Another bonus!

For those of you who have already bought **BOND** products this year (subject to having the minimum 20 **BOND POINTS**), we will even issue you a credit note on your January to March 2010 purchases!

What's more, for bathroom referrals that become an order, we're giving **DOUBLE BOND POINTS!**

\* Terms & Conditions apply, please see overleaf.  
If you do not wish to participate in **BOND POINTS**, please let us know and we'll take you off the scheme.