

Bonus Card Terms & Conditions for Iceland Stores Ireland Limited ("Iceland")

These terms and conditions govern your use of your Iceland Bonus Card and key fob. Registration of a Bonus Card shall be deemed to be acceptance of these terms and conditions.

Registering your Bonus Card

1. Bonus Cards can be obtained in all participating Iceland stores, subject to availability. You must be resident in Ireland and aged 18 or over to register a Bonus Card.
2. Your Bonus Card will need to be registered online before use. For customers who are unable to register their Bonus Card online, a paper registration form is available in stores. As part of the registration process, you will need to supply us with your name, date of birth, email address and contact telephone number. It may take up to 72 hours for us to complete the registration of your Bonus Card.
3. Customers are only entitled to one Bonus Card and one key fob per person. Multiple cards may be cancelled. 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. Bonus Cards and key fobs are issued by and remain the property of Iceland. Iceland reserves the right to withdraw, decline or issue a new Bonus Card without notice.

Bonus Card Rewards Scheme

4. Existing Bonus Card holders and all new Bonus Cards registered with effect from 22 September 2020 will be awarded 500 points. In addition, for each transaction where a registered Bonus Card (or key fob) is scanned in-store, Iceland will award 1 point for each €1 spent on that transaction.
5. If you forget or are not able to scan your Bonus Card for any reason in a transaction, you may present your receipt in store, together with your Bonus Card, within 28 days of the date of the transaction and the appropriate points will be added to your Bonus Card.
6. As part of Iceland's 'drink responsibly' ethos, and to comply with RSAI regulations, points will not be awarded against the value of alcohol included in any transaction. Points will also not be awarded against Bonus Card Savings top ups.
7. Each time an aggregate of 1,000 points is reached on a Bonus Card, Iceland will automatically add a €10 reward to that Bonus Card ("Reward"). The till receipt will also indicate that a Reward has been received.
8. All Rewards must be redeemed within 28 days of being awarded, after which time they will expire and be removed from your Bonus Card. Rewards are non-refundable and can only be used to purchase products in participating stores. No change will be given where Rewards are redeemed in part and the balance of any unredeemed Rewards will remain on your Bonus Card and will be available for use up until the Reward expiry date.
9. It is possible to have multiple active Rewards on a Bonus Card at any one time but only 1 Reward may be redeemed per transaction.
10. Rewards may be used with employee, student and Slimming World Leader discount and any other discounts and promotions in-store, unless otherwise advertised.
11. In relation to a Bonus Card, once it has been scanned in transactions totalling a cumulative spend of €3,000, Iceland will issue the Bonus Card holder with a Platinum Bonus Card. This will be sent to the address registered on the Bonus Card account. The existing Bonus Card will be cancelled. Any existing points, Rewards and Savings will be transferred over to the Platinum Bonus Card. Platinum Bonus Cards will qualify for exclusive discounts and offers, as well as additional Reward points.
12. Iceland may provide exclusive offers, discounts and Rewards to Bonus Card holders, at its sole discretion.

Saving on your Bonus Card

13. Iceland's Bonus Card Savings Scheme (the "Savings Scheme") enables a registered Bonus Card holder to add savings to their Bonus Card ("Savings"). 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. 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.

14. 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. Any Savings added to a Bonus Card are non-refundable. Savings can only be used to purchase products in participating Iceland stores. No change will be given where Savings are redeemed in part and the balance of any unredeemed Savings will remain on your Bonus Card.
15. 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 72 hours of meeting a €30 milestone.

Home Delivery Service

16. 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 delivery radius for participating stores is 10 kilometres from the store, 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.
17. Iceland reserves the right to withdraw or amend the terms of the Home Delivery Service at any time without notice to you.
18. 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.
19. 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.
20. 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.
21. 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.
22. Despite allocating time slots for delivery, Iceland cannot guarantee a time for delivery.
23. Iceland will not be liable if the cardholder fails to notify a change of address.
24. Faulty or damaged goods must be notified to the store or the Helpline within 24 hours of delivery.
25. 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.
26. 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.

27. 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

28. 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 the Bonus Card Customer Service Team, Unit 250, Corporate Park 2, Blanchardstown, Dublin 15 or emailing us.

Things you need to know

29. You can carry out a Savings, points and/or Rewards balance enquiry in store, by calling the Bonus Card Helpline or by emailing us (details below). Your balances will also be printed on your receipt each time you make a purchase.
30. 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 Bonus Card Helpline.
31. 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, Points and/or Rewards 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 or Rewards taken from your account prior to you notifying Iceland of your lost/stolen Bonus Card.
32. You can cancel your Bonus Card at any time by writing to Bonus Card Customer Service Team (details below). Any remaining balances on your Bonus Card will be lost on cancellation. It is therefore important that you make sure that any Savings or Rewards on your Bonus Card are redeemed prior to cancellation.
33. Iceland does not accept responsibility for lost, stolen or damaged cards or key fobs. Iceland cannot be held responsible for any loss arising (including the unauthorised spending of Savings or Rewards) 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 balances on to your new or replacement card, which will be posted to your registered address.
34. 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.
35. Iceland may amend these terms and conditions at any time. All changes to these terms and conditions shall appear on our website at Iceland.ie. Please check our website regularly for changes.
36. Iceland may withdraw the Bonus Card scheme at any time, but will give you reasonable notice so that you may use your Savings and/or Rewards to make purchases at a participating Iceland store prior to such withdrawal. Iceland will not be liable for any Savings, Rewards or bonuses that are not spent before expiry.
37. 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.

38. The provision of the Rewards Scheme, 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 exclusive jurisdiction of the Irish courts.
39. No cash alternative will be offered for promotional bonuses or savings.

How we use your information

40. Iceland will use the details you have provided on your registration form to contact you to send you offers and keep you up to date with promotions and information about products, services and the Bonus Card, unless you have told us that you do not want to receive marketing from us as part of the registration process. You can email us or call the Helpline (details below) and request to be removed from all future marketing activity at any time.
41. Bonus Card 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.
42. 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.
43. Please refer to our Privacy Policy for further details about how we use your information.
44. 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

45. 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

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

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

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.

Email address: bonuscard@iceland.ie

Last Updated – 21 September 2020