

„My Clarena”
Customer Loyalty Program Rules

§1.

1. “My Clarena” Customer Loyalty Program is sponsored by Clarena Sp. z o. o. Sp. Komandytowa, placed in Wilczycka 4c street, Wilczyce, hereinafter referred to as the “Sponsor”.
2. The Program is designed by Clarena Sp. z o. o. Sp. komandytowa to recognize our loyal customers through rewards and benefits, taken from catalogue that is added to Loyalty Program Rules, for customers who join the Program.
3. This program is valid from 1.04.2015 till 31.12.2016. After that period Sponsor reserves the right to suspension or termination the Program without notice or compensation.

§2.

1. In order to enroll as a member of the Program, you must be a Customer of Clarena Sp. z o. o. Sp. komandytowa and have an entrepreneur active status, hereinafter referred to as a Participant.
2. Participant of the Program may be a entrepreneur who makes orders via: internet page (sklep.clarena.pl), Customer Service or Sales Representatives.
3. Points charging begins from the first order after registration.
4. Program participant may participate in the program only in person.
5. Each program participant may have only one account.
6. If an entrepreneur has more than one company its points will be charged separately for each current account.

§3.

1. The condition of the participation is to log on the moja.clarena.pl platform.
2. Only correct logging in at internet website entitles to participate in Program.
3. First logging in to “My Clarena” Customer Loyalty Program means agreeing to terms and conditions of the Loyalty Program.
4. Sponsor has no liability for accuracy of data provided by user. Clarena Sp. z o. o. Sp. Komandytowa reserves the right to reject the application for inappropriate cases, ie.: incomplete entrepreneur data, suspicion of fraud or other abuse.
5. To join the Loyalty Program user should have login and password (the same as those that are used during logging in to the internet Clarena store).
6. At the case of lack of those data, Participant should send an e-mail at moja@clarena.pl, with request of receiving logging data.
7. Participant can resign from participation in Loyalty Program at any time. Participant should send appropriate statement to Sponsors address with resign reference (It takes into account only the statements made in accordance with the principles of representation).

§4.

1. Participant collects points for every single purchase of wares from Sponsor with total value of at least 250 GBP (Two hundred and fifty pounds) gross. Points can be exchanged for any product which is founded at www.moja.clarena.pl, according to Statue.
2. Program shall cover products from Current trade offer provided by Sponsor, eg.: "Clarena Medica", "Clarena SPA", "Clarena".
3. Sponsor is required to admit the points for every purchase with total value of at least 250 GBP (two hundred and fifty pounds)
4. Sponsor is required to admit, for every single purchase with total value of at least 300 GBP (three hundred Pounds), additional 300 points will be added to entrepreneur account.
5. Each 1 pound spend gives 60 points.
6. Points are collected at Participants account only after purchasing with VAT invoice.
7. Points are charged during 72 hours after issuing a VAT invoice.
8. Participant is able to exchange collected points for products taken from catalogue which is available at moja.clarena.pl website.
9. The Sponsor reserves the right to change catalog items for any reason.
10. Points and rights associated with the Program may not be resold or transferred to other persons.
11. Collected points cannot be exchange for money.
12. Sponsor reserves the right to immediately block the account if Participant is not comply with the rules or gives incorrect data or pretends to be other entrepreneur.
13. Blocking the account causes deletion of collected points.
14. The Sponsor reserves the right to suspend or terminate the Program before 31.12.2016. without giving any reason and commits to provide date of program completion two months before the scheduled date.
15. Information about termination or suspension of Program will be placed at www.moja.clarena.pl website.

§5.

1. The Sponsor declares that amount of prizes is limited. If Participant would like to exchange collected points for any prize that is unavailable, Sponsor should propose other at the same or similar value, or eventually will inform about availability data.
2. Clarena, Rubica and other prizes will be send directly by Sponsor and will be added to the next participants order. According prizes taken from the catalogue each participant will be informed about delivery data.
3. The Sponsor is not responsible for the quality of products warranty, which is without prejudice to the possible liability of the producer of Warranties.
4. Willingness to exchange points for products should be send to the Sponsor using the www.moja.clarena.pl service.
5. The Participant receiving the prize is obliged to make payment of income tax under the existing legislation.

6. At the case of program suspension or termination, participant would be able to exchange collected points for prizes only if have an appropriate amount.

§6.

1. In the case of receiving different than ordered prize, participant is required to inform the Sponsor about incorrect shipment and filling a complaint report in the presence of the courier. Receiving the prize releases the Sponsor from any liability.
2. The Sponsor reserves the right to changing, deleting or adding any positions taken from prizes catalogue.
3. Complaining and questions about the Customer Loyalty Program please send to moja@clarena.pl.
4. Customer Loyalty Program is designed for professionals, participation of Clarena Sp. z o. o. Sp. komandytowa workers and their families is strictly prohibited.

Version: 2.0, valid from 29.01.2016.