

Vital VIP Loyalty - Terms and Conditions

General Vital VIP Loyalty conditions

1. The Vital VIP Loyalty Program is operated by Commcare Pharma Ltd (the Promoter)
2. Commcare Pharma Ltd can cancel, withdraw or alter the scheme, including
3. these terms and conditions, or any individual Vital VIP Loyalty account, at any time
4. All Vital VIP Loyalty Cards (including temporary cards) belong to Commcare Pharma Ltd.
5. If we identify that you hold two or more Vital VIP Loyalty accounts, we may merge them into one account at our discretion
6. The Vital VIP Loyalty scheme is for personal use only; business use is strictly prohibited and constitutes abuse. The Promoter reserves the right, at point of purchase or retrospectively, to determine whether a transaction constitutes business usage
7. The Promoter can take any action it considers appropriate, including removing or suspending a Vital VIP Loyalty account and points accrued, if we have reason to believe you are abusing the scheme or associated clubs and offers
8. Use of additional offers and benefits associated with your Vital VIP Loyalty account are subject to store network availability
9. The Promoter will remove Vital VIP Loyalty points from Vital VIP Loyalty accounts that haven't been used in the previous 12 months or have been closed. These points cannot be transferred.
10. To benefit from the Vital VIP Loyalty scheme, you must be aged 18 years or over. We will not communicate with a customer until an appropriate age of consent is reached, excluding the distribution of their permanent Vital VIP Loyalty Card
11. The Promoter reserves the right to reject any Vital VIP Loyalty if they deem that it has been forged or otherwise tampered with.
12. The Promoter reserves the right to withdraw Vital VIP Loyalty points promotions/offers without notice
13. The Vital VIP Loyalty card can only be used in the Vital VIP Loyalty Scheme and participating stores.
14. The Promoter's decision is final and binding in all matters regarding the Vital VIP Loyalty scheme.
15. Your Vital VIP Loyalty card is not a credit, payment or cheque guarantee card.
16. At your written request your name can be removed from the Vital VIP Loyalty Program and you may re-join the scheme at any time.

Collecting Vital VIP Loyalty Card points

1. Points can only be saved while making a purchase. You will collect two Vital VIP Loyalty points for every €1 you spend on qualifying purchases; the number of points collected may vary depending on promotions in the store or if it is your birthday.
2. You must present your Vital VIP Loyalty card/fob to the cashier at the checkout whilst making the purchase. Points cannot be re-allocated to your card once your purchase has been completed.
3. Vital VIP Loyalty Points cannot be spent or accumulated on the following restricted products: prescription & dispensary items, licensed medicines including those available on the drug

payments scheme, OTC purchases, infant milks, gift cards, gift vouchers, plastic bag levy, photo kiosk and all pharmacy services.

4. Products may be excluded at the discretion of the Promoter.
5. During Vital VIP Loyalty points events, existing points promotions will not be multiplied

Spending Vital VIP Loyalty points

1. We will not exchange Vital VIP Loyalty points for cash and the offer is non-transferable
2. Points cannot be spent on prescription & dispensary items, licensed medicines including those available on the drug payments scheme, infant milks, gift cards, vouchers, plastic bag levy, photo kiosk, pharmacy services and certain OTC products (check your local Vital VIP Pharmacy for specific OTC products)
3. You can make a part payment of points towards a product and pay the balance with cash or credit. You can choose to pay full payment if you have enough points to cover the value of the purchase.
4. The Promoter reserves the right to ask for identification such as driving license or passport when redeeming points
5. The Promoter reserves the right to substitute or remove products and services available for Vital VIP Loyalty points collection and redemption in store without notice
6. Spending points may be subject to network availability in store

Returning goods

1. If you return a product for a refund, we will deduct the number of Vital VIP Loyalty points collected from your Vital VIP Loyalty account
2. If a product you buy with Vital VIP Loyalty points is faulty, please return it to the same Vital VIP Pharmacy you purchased it from. If necessary, we will credit your account with the correct number of points. No cash refund will be given in these circumstances

Lost/Stolen cards

1. If your card is lost or stolen, please call into your local Vital Pharmacy and a staff member will ask you to fill out a new application form. The Promoter will not however be held responsible for safeguarding points on your card if it is lost or stolen.

Data protection

1. Commcare Pharma Ltd. is committed to protecting your privacy. We will always keep your personal information safe, will never sell it to third parties and will only send you marketing material if you have agreed we can do so. To enable us to provide, and inform you about, our products and services we share your information between companies in the Commcare Pharma Ltd. group and with external businesses working on our behalf in Ireland. Please refer to our [privacy policy](#) for full details of how and why we use your personal information