

Golden Rewards is operated by FSW of Delta House, Fairway, Bridgtown, Cannock, Staffordshire, WS11 0DJ.

FSW, reserves the right to alter these Terms and Conditions from time to time by posting new terms and conditions on their web site.

To get the latest Terms and Conditions please check our website, www.fsw.uk.com Alternatively, or for general enquiries, please call 01543 437 010.

1. The Scheme

1.1

These Terms and Conditions, in conjunction with the Privacy and Security Policy, are applicable across the entire Golden Rewards scheme and any participation is considered as acceptance. FSW may amend these Terms and Conditions from time to time without prior warning or notice, and continued participation shall be deemed acceptance of such amended terms and conditions.

1.2

FSW can cancel, withdraw or alter any element of the scheme, including these Terms and Conditions, any individual / company participants and its benefits, or any rewards or services, at any time without prior notice or warning.

1.3

The scheme is only valid in the UK only.

1.4

Participation is only open to customers of FSW & is limited to 1 person per company.

1.5

The Golden Rewards scheme is not open to employees of FSW or any of the suppliers to the Golden Rewards scheme.

1.6

FSW reserves the right to refuse, merge or close accounts at any time.

1.7

Customers must keep their personal details up to date keep FSW informed of any changes. FSW cannot be held responsible for any loss of points or vouchers incurred as a result of out of date details.

1.8

Golden Rewards points, in whatever form, are not transferable, cannot be copied to another customer. Points can only be used by the register customer.

1.9

The Golden Rewards registration is held in the name of a company or other business entity, rather than in the name of an individual, the member must provide FSW with the name of an individual who is authorised to operate in the scheme on its behalf. FSW shall be entitled to act in accordance with the instructions of that individual and shall not be required to act in accordance with the instructions of any other person. Where the named individual dies, or ceases to be connected with the member's business or the member wishes for any other reason to change the named individual, the member shall notify FSW in writing and FSW shall be entitled to accept instructions to make such a change from anyone who appears to FSW to have appropriate authority to give such instructions.

1.10

FSW cannot be held responsible or liable for any wrong, or unsuitable, persons utilising and benefiting from the scheme.

1.11

FSW can take any action it considers appropriate if we have reason to believe that you are abusing the scheme.

1.12

FSW will not enter into any discussion about customers that are disqualified.

1.13

FSW may decline to issue, withdraw or cancel Golden Reward points, vouchers and prizes in whatever form, and/or remove a customer from the scheme at any time where there is reasonable belief of:

- any abuse or attempted abuse of the scheme;
- any breach, or attempted breach, of these Terms and Conditions and/or those relating to the optional elements of the scheme;
- any behaviour relating to FSW that involves theft, misconduct, abusive or offensive behaviour, or supplying false or misleading information.

1.14

Golden Rewards points can only be awarded on qualifying purchases from participating suppliers during the qualify times.

1.15

Golden Rewards points can only be used to purchase rewards or services on the Golden Rewards flyer and must be redeemed by 31st December 2015. Any unclaimed points after this time will be forfeited.

1.16

Golden Rewards points and vouchers cannot be transferred, bought, sold or in any way traded.

1.17

Participants can choose to leave the scheme at any time. But by leaving the scheme forfeit the right to any points already, prizes accrued or issued. Points cannot be transferred.

1.18

Participation will terminate automatically upon the death of an individual Golden Rewards registered person. Golden Reward points accumulated, but unused, at the time of death shall be transferred to the person, if any, who is the deceased's successor in title to the member business. Golden Reward points are not transferable under any other circumstances.

1.19

To be awarded points, participants must purchase qualifying products from FSW. The amount of points awarded may change and will vary depending on the products purchased, the amount spent and where the transaction takes place.

1.20

Points will not be awarded for non-qualifying products. Other products may also be excluded from the scheme at the discretion of FSW. FSW is under no obligation to award Golden Reward points for any reason outside of qualifying transactions.

1.21

FSW is entitled to remove points at any time without prior notice or warning, if products are returned for any reason and a full or partial refund of the purchase price is given. This also applies to the exchange of products, unless the exchange is for products with an equivalent points value.

1.22

Point may be removed or cancelled if FSW determines that the points were collected in breach of these Terms and Conditions, or were awarded in error.

1.23

Points have no cash value.

1.24

These Terms and Conditions are correct as of April 2015 and shall be governed by and construed in accordance with the laws of England and Wales, and any disputes will be decided only by the English courts. FSW reserves the right to change these, at any time, on reasonable notice for legal, regulatory, business or policy reasons. Customers who continue to participate in the scheme following such a change will be considered to have accepted the updated Terms and Conditions.

1.25

A person who is not a party to these Terms and Conditions shall have no right under the Contract (Rights of Third Parties) Act 1999 to enforce any term of these Terms and Conditions.

3. Golden Reward Points

3.1

Golden Reward points can be claimed on all purchases of qualifying supplier products from FSW.

3.2

FSW reserves the right to withdraw points and promotions/offers without notice.

3.3

Points will not be awarded on products which have been discounted at the point of purchase.

3.4

Any dispute over whether to award points shall be determined by FSW, in its absolute discretion.

3.5

Points only become Spendable Points on verification of FULL payment of the aforementioned qualifying invoices from FSW. Spendable points can be used to purchase the agreed rewards on the Golden Reward Scheme flyer.

3.6

You must have enough Spendable Points to cover the points value of the item you wish to purchase on the Golden Reward scheme. You cannot make a part payment of points towards a product or service.

3.7

FSW will not exchange Golden Reward Points for cash and the offer is non-transferable.

3.8

FSW reserve the right to substitute, amend or remove products and services available for purchase with Golden Reward points on the Golden Reward scheme without prior notice.

4. Returning Goods

4.1

If you return a qualifying products for whatever reason to FSW, on which you received either Pending or Spendable Golden Reward points, FSW will deduct the relevant points from your Golden Reward point collected when you bought the product. If you do not have sufficient points to deduct, we will deduct the points from your accrued Golden Rewards points or/and when future qualifying purchases are made.

4.2

FSW is entitled to remove points at any time without prior notice or warning, if products are returned for any reason and a full or partial refund of the purchase price is given. This also applies to the exchange of products, unless the exchange is for products with an equivalent points value.

4.3

Where goods or services are purchased with points via FSW, the contract in respect of those goods or services is between the customer and FSW or the provider of the goods or services and shall be subject to the provider's terms and conditions. FSW is not a party to such contract and shall have no liability to the member for any fault or defect in those goods or services. Any assistance which the FSW may give in facilitating the creation of such contract or, at its discretion, in assisting in the resolution of any dispute between the member and the provider of the goods and services shall be without prejudice to the foregoing provisions of this paragraph and shall not give rise to any liability on the part of the Promoter.

5. Personal Responsibility

5.1

As a customer of FSW, participating in the Golden Rewards Scheme, you may be liable for tax on any rewards, services or other benefits you receive. Tax liability on benefits in kind is the responsibility of the customer and not FSW.

5.2

Tax liability can vary according to circumstances and we suggest that you check with your accountant or tax advisor to see what allowances you are eligible to take advantage of. Please refer to the HM Revenue & Customs website (www.hmrc.gov.uk) for further details.

6. Data Protection

6.1

By participating in the scheme, you are consenting to receive communications from FSW via a variety of means, including post, email, telephone and fax.

6.2

We will not sell any details acquired on to any other third parties. Details will only be used for the purposes of the Golden Reward scheme, and, subject to your consent, in accordance with FSW marketing.

7. Trademarks & Copyright

7.1

All brand names, product and service names and titles and copyrights used in this site are trademarks, trade names, service marks or copyrights of their respective holders. No permission is given by FSW Limited for their use by any person other than the said holders and such use may constitute an infringement of the holders' rights.

7.2

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