

Loyalty Scheme Terms and Conditions

These terms are effective from 12 April 2017

1. General scheme

- 1.1. The MedicAnimal Loyalty Scheme is operated and managed by Kokoba Limited (t/a MedicAnimal), registered in England & Wales with company no. 06060026 and registered office at 44 Great Marlborough Street, London W1F 7JL (**We, our or us**). Please do not send correspondence relating to the scheme to this address.
- 1.2. All customers will be automatically entered into the loyalty scheme. If you wish to be excluded please email vip@medicanimal.com and you will be removed from the scheme.
- 1.3. We reserve the right to amend or withdraw this scheme, or any part of it, at any time.
- 1.4. If you close your customer account with us, or your account is otherwise terminated, you will lose any unused Loyalty Credits or other benefits.
- 1.5. The scheme only applies to customers based in the UK and is for personal use only. Any use or transaction we consider to be commercial activity will be deemed an abuse of this scheme.
- 1.6. We can take any action we consider appropriate, including terminating your account and accrued Loyalty Credit if we have reason to believe you are abusing the scheme.
- 1.7. These terms and conditions may be amended at any time and will be valid from the date posted on our website or otherwise made available to customers.

2. Loyalty Credit

- 2.1. You will be eligible to receive Loyalty Credit of 10% of your total order value (including any shipping costs) for the first 5 orders of £20 or more you place with us.
- 2.2. The Loyalty Credit will be automatically credited to your account after your order is despatched, and may be used on subsequent orders. You can select the Loyalty Credit as a method of payment at the checkout.
- 2.3. Loyalty Credit is valid for 60 days from the date of despatch of your qualifying order, after which it automatically expires and is removed from your account if unused.

- 2.4. You must use the whole credit amount in one order; you cannot choose to use part of the credit value only. Please note if you elect to use a credit, but your order value is less than the credit amount, you will lose the remainder of the credit amount.
- 2.5. If you cancel and return an order which was eligible for and resulted in Loyalty Credit being added to your account we will remove this Loyalty Credit.

3. VIP Status

- 3.1. You will automatically become a VIP customer when you have placed 5 orders of £20 or more in the last 12 months.
- 3.2. You will automatically retain VIP status for 60 days after the date of despatch of the 5th qualifying order unless that order is subsequently cancelled / returned, in which case you will no longer be a VIP from the date of cancellation and will need to requalify.
- 3.3. To maintain VIP status each month you must have placed 5 orders or more in the past 12 months.
- 3.4. VIP status will entitle you to the benefits listed [here](#). Such benefits may be removed, amended or added to at our sole discretion.
- 3.5. Where we offer 25% discount on Kokoba branded products, please note this discount cannot be used in conjunction with other discounts.

4. Monthly Competition

- 4.1. The monthly prize draw is run by us and is only open to VIP customers.
- 4.2. An eligible order placed by a VIP customer between 00:01 on the 1st of each month and 23:59 on the last day of that month will automatically result in an entry being made to the prize draw for that month for that customer.
- 4.3. A customer is only entitled to one entry per month.
- 4.4. The prize available will be communicated on the competition page each month and has no cash surrender value.
- 4.5. Winners will be selected at random from the entries received and announced online within a month of the closing date, and we will notify winners by email.

- 4.6. You agree that we may publish the winner's name on the list of previous winners, and anywhere else on the MedicAnimal website or social media pages after the prize draw.
- 4.7. We reserve the right to cancel or suspend the prize draw at any point, without liability to winners or entrants
- 4.8. Our decision is final on all matters and we will not enter into any further correspondence.

5. Data Protection

Any data you provide to us in the course of the loyalty scheme will be used and stored in accordance with our Privacy Policy, which can be found [here](#).