

TERMS AND CONDITIONS FOR Farmer Membership, Country Membership and Spend and Save schemes, implemented and run by MOLE COUNTRY STORES, the retail trading stores of MOLE TRADING LIMITED.

General conditions

1. Farmer Membership, Country Membership and Spend and Save and associated offers are benefit schemes operated by Mole Trading Limited, (Registered Office Exmoor House, Lime Way, Pathfields Business Park, South Molton EX36 3LH) Administration Cock Lane, Piercebridge, Darlington, County Durham, DL2 3TJ
2. To get the latest Standard Terms and Conditions or for general enquiries please visit www.molecountrystores.co.uk/getmore, ask in store, or call **01325 504666** and speak to our customer services team.
3. These terms and conditions refer to FARMER MEMBERSHIP, COUNTRY MEMBERSHIP and SPEND AND SAVE within Mole Trading Limited and they are in addition to the standards terms and conditions of sale of the company.

Farmer Membership, Country Membership and Spend and Save

4. Mole Trading Limited reserves the right without notice to cancel, withdraw or alter the schemes, including these Terms and Conditions, or any individual membership card, at any time.
5. All Mole Trading Limited cards are temporary cards and remain the property of Mole Trading Limited, part of the Mole Valley farmers family of companies.
6. The schemes are only valid in stores operated by Mole Trading Limited.
7. We will only issue additional cards for the same membership when they are for persons in the same household and/or within the same farm or business and are authorised by the main account holder.
8. Mole Trading Limited can take any action it considers appropriate, including removing or suspending a Membership card account and any points accrued, if we have reason to believe you are misusing the scheme.
9. All member offers and all benefits associated with Membership cards and Spend and Save are subject to store availability and any stated terms and conditions associated with the offer.
10. Mole Trading Limited will cancel points accrued from any Membership card where a card has not been used for more than twelve months.
11. The temporary card provided at the time of sign-up in store will allow you to get discount entitlements and to accrue points. It should not be used once your permanent membership card is received.
12. Membership is only open to individuals who are resident in the UK and aged over 18.
13. We reserve the right to refuse an application for membership at our absolute discretion.
14. The card may be used by you and any other person that you authorise to use the card on your behalf. You shall be responsible for the actions of any person that you authorise to use the card on your behalf. Unless you have notified us that your card has been lost or stolen, we shall be entitled to assume that any person using your card has been authorised to do so on your behalf and we shall not be under any obligation to make any investigations in relation to the identity of any person using your card or to verify that they are authorised by you to use the card.
15. By using the card you accept these Terms and Conditions and agree to be bound by them as amended from time to time by us.
16. You may terminate your membership at any time by notifying us in writing and enclosing your card.
17. We may terminate your membership and confiscate your card at any time at our absolute discretion.
18. Membership will automatically terminate on the death of the Account Holder.
19. We reserve the right to terminate your membership and close your account if your card has not been used in a 12 month period.
20. If membership is cancelled during the year then no refunds for part years will be made.

Privacy and Data Protection

21. Mole Trading Limited collects information supplied by you when you join our membership and/or spend and save schemes. This data is collected and is used to enable us to process your membership and to maintain it and the accrual of points and discounts afforded by the scheme.
 22. We will create and maintain a database of card information, including details on how you use your card and what you buy.
 23. We may use this information to contact you regarding our business or our products and services, but you may choose not to have us send you any direct marketing (email, post, other) by contacting our customer services department by calling **01325 504666**.
 24. If you opt out of marketing communications, you will still receive a renewal notice from us regarding the status of your membership prior to it expiring.
 25. We may also pass some of this information to some other organisations - for example, those suppliers dispatching goods directly to you, or those third parties offering members deals, discounts, additional rewards. We will not allow them to use the information for other purposes.
 26. We may also transfer your information to anyone who acquires all or part of our business or assets.
 27. We will retain any information about you for a reasonable period, or for as long as the law requires. For certain categories of information, you have certain rights to know what information we have about you, how we use it, and to whom we disclose it.
 28. We use various measures to protect any information about you from access by unauthorised persons, and against unlawful processing and accidental loss, corruption and destruction.
-

Points

29. Farmer Membership, Country Membership and Spend and Save all accrue points.
 30. You will collect 1 point for every £1 you spend on qualifying purchases. The number of points collected can vary based on product, store, offer and for other reasons. We will always try to communicate clearly about these variations.
 31. Points are accrued on in-store spend for all categories of product included in the scheme. Currently those categories are: Fixings (Nails, Staples, Screws Etc.), Workshop Consumables & Accessories, Workshop General Tools, Power Tools, Hand Tools, Garden, Footwear, Clothing, Laundry & Cleaning, Pet, Wellingtons, Children's Clothing, Equestrian Equipment, Wild Bird, Feeders/Drinkers, Housewares, Seasonal & Gifts. Points do not accrue on other categories – for a full and up to date list visit **www.molecountrystores.co.uk/getmore**, ask in store, or call **01325 504666**.
 32. Points may also be accrued on redemption of Member Vouchers, in line with the special terms and conditions of the specific vouchers. These points will be added to your Member account during the month following the voucher redemption.
 33. Points can be spent on future till transactions only and cannot be deducted from a current transaction.
 34. If a product is returned for a refund, no points are returned to your card.
 35. Part-payment for purchases using points is accepted.
 36. Mole Trading Limited reserves the right to withdraw points promotions/offers without notice.
 37. We will correct an Account if it is shown to our reasonable satisfaction to be incorrect, but our decision is final.
-

Discounts

38. Farmer Membership and Country Membership offer a discount (details available on request).
 39. Spend and Save does not offer a discount, only points.
 40. Member discounts are exclusively for retail goods bought in store and paid for at the time of purchase. Retail goods and other goods booked to credit account attract no discount. A separate direct debit discount of 1% is available for products booked to account for Farmer and Country membership only.
 41. Discounts currently apply to all categories EXCEPT SUNDRIES AND FERTILISER. We reserve the right to vary categories of product that qualify for discount and you can always find an up to date list of these categories at **www.molecountrystores.co.uk/getmore**, ask in store, or call **01325 504666**.
-

Our Liability

42. We accept no responsibility or liability howsoever arising in respect of loss, injury, or damage in connection with membership of Mole Trading Limited.
43. Nothing in these Terms and Conditions purports to exclude liability for death or personal injury as a result of our negligence or for fraud or fraudulent misrepresentation.

To enquire about these Terms & Conditions or about any aspect of our business, you can contact us at Mole Trading Limited, Cock Lane, Piercebridge, Darlington, County Durham, DL2 3TJ , or call 01325 504666.
More details are available at www.molecountrystores.co.uk/getmore