Robert's Rewards: Customer Points System Terms & Conditions

Collection and Redemption

- You will be automatically registered on the Robert's Reward programme when you register an account on www.robertharding.com. To collect points for a transaction on the site you must be logged into your account.
- We may also set a limit on the number of points which may be awarded to each account in respect of certain items or generally. We may cancel points awarded if your purchase is later refunded or the balance of the points awarded if you exchange your purchase for a purchase with a lower points value.
- Points will be given for any purchases for both images and video clips but tax and other service charges do not qualify for Robert's Reward points. Only purchases made on www.robertharding.com qualify for Robert's Reward points. Purchases made by any other means including but not limited to purchases made through our global distribution network do not qualify for Robert's Reward points.
- Robert's Reward points can only be added to a participant's account at the time purchase is made, or at Robert Harding Picture Library Limited's discretion. Robert's Reward points are not transferable between individual members or accounts, except with prior written agreement between the company employing the individual members involved and Robert Harding Picture Library Limited.
- You will be able to see the number of points you have earned from a purchase on your www.robertharding.com account
- We reserve the right to vary the rate at any time. Points can never be redeemed in cash.
- All points will be valid for one calendar year from 1st January - 31st December. If you do not collect and redeem your points by the end of the calendar year they will not be carried forward to the following calendar year.
- Vouchers redeemable with third parties resulting from participation in the Robert's Reward programme can only be sent or emailed to the company address given in the original registration on your www.robertharding.com account. It is the participant's responsibility to ensure all their account details are up to date.
- Clients of www.robertharding.com with special pricing or usage agreements are eligible to join the Robert's Reward programme but only if it has been agreed in advance, in writing, by Robert Harding Picture Library Limited.
- Robert's Reward points can only be released and vouchers, etc. redeemed when full payment of all due invoices has been received.
- Robert Harding Picture Library Limited accepts no responsibility for system errors or other issues that may result in disruption to registration or Robert Reward point redemption.
- Robert Harding Picture Library reserves the right to extend, terminate or suspend the Robert's Reward programme at any time.
- Certain vouchers and gift certificates may only be available in certain territories due to restrictions placed on purchase by the third party supplier. In this event the participants must choose an alternative voucher or gift certificate type.
- Robert Harding Picture Library Limited reserves the right to substitute or remove any products and services from the scheme, including third party suppliers of such products and services. Robert Harding Picture Library Limited is not responsible for any shipping and handling fees charged by any third party.

- Robert Harding Picture Library shall not be responsible or liable for any product or service that is provided to you by a third party supplier, the provision of which shall be subject to that supplier's terms and conditions. Robert Harding Picture Library Limited is not responsible for returns or faults with third party items purchased through the Robert's Reward programme.

General

- The Robert's Reward programme is managed and promoted by Robert Harding Picture Library Limited.
- The programme is valid on the www.robertharding.com web site. It is not valid on any other web site.
- The points allocated through the scheme are personal to the account holder of the www.robertharding.com website account. The points cannot be transferred to any other person or account. Nor can they be sold, or traded in any way. If you are registering for the Robert's Reward programme, on behalf of the company you work for, you will need to have the full consent from the decision makers within your company to become part of the Robert's Reward programme as laid out in these terms and conditions and they must be fully aware of these terms and conditions.
- Full details of how points are collected and how they may be redeemed can be found by reading the section above on how I collect and redeem points. Please read thist section carefully as it forms part of the Robert's Reward programme.
- Robert Harding Picture Library Limited do not accept any liability for loyalty scheme accounts that have been sabotaged due to any actions of the account owner.
- In administering the programme Robert Harding Picture Library Limited will be processing your personal details. Please see our Privacy and Data Protection Policy in order to understand how we do this and your rights
- We reserve the right, at any time without notice, to end the programme or decline to issue any membership to the programme.
- We can take any action we believe to be appropriate if we have reason to believe that you are abusing the programme, including withholding points previously credited to your account.
- We may modify the terms of the scheme in any way that we choose at any time. Changes to the terms will not affect points that you have already collected and will be detailed on www.robertharding.com. These terms are valid from 1st April 2014.