

Run by printers, for printers.

Definitions

Customer – an individual, partnership, limited company or other legal entity purchasing goods and/or services from Signmaster.

Hardware – printers, laminators and other machinery as listed in Appendix 3.

Hardware Pot – the accrued value of funds available to redeem against Hardware purchases.

Media – media products as defined in appendix 2.

Media Spend – Media invoiced to the Customer by Signmaster less any qualifying goods and services credited, net of Value Added Tax.

Program – the Signmaster Customer Loyalty Program.

Published Rate – the percentage applied to the invoiced value of Media to transfer to the Hardware Pot.

Qualification Period – the three most recent consecutive calendar months on a sliding basis.

Signmaster – Signmaster Systems Limited.

Spend – qualifying goods and services invoiced to the Customer by Signmaster less any qualifying goods and services credited, net of Value Added Tax.

1. Program membership

- 1.1 A Customer spending £1,500 or more on qualifying inks, media and sign making accessories during the Qualification Period will automatically be enrolled in the Program. Qualifying products are defined in Appendix 1.
- 1.2 Upon qualifying for membership the Customer will be entitled to participate in the benefits of the Program from the first day of the month following qualification.
- 1.3 All Customers (members and non-members of the Program) will be assessed by Signmaster at the end of each calendar month to see if they qualify for membership.
- 1.4 To maintain membership a Customer's Spend will need to remain at £1,500 or more over the Qualification Period. If a Customer's Spend drops below this level there is a one month grace period. Signmaster will notify the Customer that their Spend has dropped below the qualification level and as long as it returns to £1,500 or more over the Qualification Period by the end of the following month the Customer's membership will be maintained without interruption. If the Customer's Spend does not return to £1,500 or more membership of the Program will lapse.
- 1.5 Should a Customer's membership of the Program lapse Signmaster will notify them.

- 1.6 For lapsed members, should their Spend return to the level specified in (1) the Customer will rejoin the Program and Signmaster will notify them of this.
- 1.7 For lapsed members, any benefits accrued up to the point membership lapses will be frozen and held until should the Customer rejoin the Program these benefits will continue to accrue.
- 1.8 Signmaster reserves the right to vary the terms of membership of the Program.

2. Accrual of hardware benefits

- 2.1 Members of the Program can accrue a Hardware Pot by purchasing qualifying Media from Signmaster.
- 2.2 A percentage of the value of Media Spend at the Published Rate will be added to the Hardware Pot on a monthly basis, provided that the invoices are settled in full within the stated payment terms. Signmaster reserves the right to disqualify any overdue invoices from accruing benefit to the Hardware Pot.
- 2.3 The Hardware Pot value of lapsed members will be held, and should the Customer rejoin the Program the Hardware Pot will continue to accrue benefit.
- 2.4 The Hardware Pot can only be redeemed against Hardware purchases from Signmaster. There is no option for the Customer to redeem all or part of the value of the pot in cash.
- 2.5 The Hardware Pot is time limited to three years. Any value within the Hardware Pot accrued on Media Spend more than three years ago will be deducted from the Hardware Pot.
- 2.6 Signmaster will provide the Customer with a statement showing the value of their Hardware Pot very three months.
- 2.7 The Hardware Pot cannot be transferred to any other Customer. Should a Customer cease to trade, appoint administrators or liquidators, or commence winding up proceedings the value of the Hardware Pot will become irredeemable.

3. Variation, termination and withdrawal of membership

- 3.1 Signmaster reserves the right to vary the terms or terminate the Program at any time.
- 3.2 Customers will be notified of any changes by e-mail and the effective date of the changes will be stated in the e-mail.
- 3.3 Notification of changes will be sent to customers not less than 14 days before the effective date.
- 3.4 Signmaster reserves the right to withdraw membership of the scheme from a customer in certain circumstances including (but not limited to);

SIGN

MASTER

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- Non-payment of invoices within normal terms.
- Abusive behaviour towards Signmaster employees.

3.5 Notification of withdrawal of membership will be sent to the customer by e-mail and is effective immediately.

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Appendix 1 - Qualifying goods and services for membership of the Signmaster Customer Loyalty Program:

- Solvent, UV and resin inks.
- Media (see qualifying media list in Appendix 2).
- Boards.
- Weeders, squeegees, media racks and other accessories.

Appendix 2 - Qualifying media for accrual of hardware benefits:

- Banner.
- Vinyls.
- Laminates.
- Poster paper.
- Heat transfer media.
- Application tape and hemming tape.

Appendix 3 - Qualifying hardware on which benefits can be redeemed:

- All solvent, UV and resin printers.
- All plotters.
- All laminators and flatbed applicators.
- All laser engravers.
- All heat presses.
- All flatbed routers.
- All cutting rails and free-standing cutters.
- Ancillary devices (e.g. extraction units, compressors, take-up units, rotary devices).

As our product range changes and evolves the above lists will be updated. They are not exhaustive and ultimately it is at the discretion of Signmaster as to which products qualify for each list. If you have any queries as to whether a product may qualify please speak to a member of staff.