

1. How The Program Works

The Care by Volvo UK Referral Program (the “**Referral Program**”) allows existing customers (“**Existing User**”) to earn Buy-a-gift vouchers (“**Voucher**”) by referring friends (“**Referred User**”) to become new customers to Care by Volvo Car UK Limited (“**CbV UK**”).

2. What Constitutes a Successful Referral?

Existing Users can earn a Voucher when:

- i. Existing User provides their first name, last name and email address to CbV UK to obtain a referral link and the Referred User clicks on the referral link and completes their details to claim a Voucher; and
- ii. The Referred User’s pre-payment has been received by CbV UK.

Referred Users can earn a Voucher when:

- i. The Referred User clicks on the referral link sent by the Existing User and completes their details to claim a Voucher; and
- ii. If the Referred User has signed up for a flexible subscription, they must complete the 30-day trial period. If the Referred User cancels during the 30-day trial period, they will not be eligible for a Voucher; or
- iii. If the Referred User has signed up for a fixed term subscription, they will earn a Voucher when they have completed the vehicle handover.

2. Rewards And Offers

Existing and Referred Users will earn Vouchers valued at £100 each from Buy-a-gift UK, for each successful referral. Vouchers will be valid until Aug 2022.

For full terms and conditions of the Voucher and where to spend please see the [Buy-a-gift website](#).

3. Issuing of Rewards And Offers

Existing Users:

- i. CbV UK will issue the Voucher to Existing Users within 30 business days from when the Referred User’s pre-payment is received by CbV UK. Existing Users will receive their Voucher via the email address that has been provided to CbV UK.

Referred Users:

- i. Referred Users with a **flexible subscription** will be eligible for their Voucher when they have completed the 30-day trial. CbV UK will issue the Voucher within 30

business days from when the Referred User has completed the 30-day trial. Referred Users will receive their Voucher via the email that has been provided to CbV UK.

- ii. Referred Users with a **fixed term subscription** will be eligible for their Voucher when they have completed the vehicle handover. CbV UK will issue the Voucher within 30 business days from the day of vehicle handover. Referred Users will receive their Voucher via the email that has been provided to CbV UK.

4. Privacy

All personal information collected and processed as part of this Referral Program will be used in accordance with [Care by Volvo's Information Notice](#). Under the applicable laws and regulations, CbV UK shall be responsible for collecting and processing such personal information.

5. General

5.1. These terms and conditions are published by CbV UK (“we”, “us” and “our”) and emailed to Existing Users and Referred Users. These terms form a binding agreement for both Existing and Referred Users.

5.2. This Referral Program permits you to invite your contacts to participate in one Referral Program.

5.3. You may only invite personal friends, family members, acquaintances and colleagues to this Referral Program.

6. Completed Referrals and Limit

6.1. There is no limit to the number of referrals by Existing Users.

6.2All Referred Users must be new and first-time customers. Existing or previous customers cannot participate in and benefit from the Referral Program as a Referred User.

6.3 Existing and Referred Users must ensure that all personal information provided to this Referral Program is 100% correct and up to date. We monitor your use of the Referral Program or request identification to verify your identity before issuing rewards.

7. Restrictions

7.1. This program cannot be combined with any other CbV UK referral programs, discounts, vouchers, benefits or incentives.

7.2. You understand and agree that you must not use referral methods that are bothersome to the recipients. Moreover, your participation in the Referral Program must not violate the applicable law, including mass distribution of unsolicited messages if this is not permissible.

7.3. You may publish details of the Referral Program on your social media platforms but may not publish details on any other sites or platforms, including but not limited to any platform that house any Adult Content, Alcohol, Tobacco, Gambling, Games and Online Casinos, Political Content, and any form of illegal activities.

7.4. You must not at any time, invite or refer people who are unknown to you.

7.5. You must only use our Referral Program for personal use and refrain from its use for commercial purposes.

8. Term and Termination

8.1. This Referral Program will run until the announced date and that date can be extended or restricted. We may also in our sole discretion notify Existing Users that the Referral Program has ended with immediate effect.

8.2. Any referral made before the end of the Referral Program can still participate. However, we may exclude referrals in our sole discretion made after its termination date.

8.3. We may terminate this Referral Program at any time, including the availability of its benefits.

10. Privacy and Information

10.1. You undertake to respect the privacy rights of the people you invite to our Referral Program and direct to our website.

10.2. When referring other people, you must always inform them about the applicable terms and conditions and privacy policy. You must do so before they participate in the Referral Program and disclose their personal information.

11. Amendments

We may amend the terms and conditions of our Referral Program. We may offer and/or restrict additional incentives, benefits and programs. As a result, additional terms may apply. You agree that you are aware of those amended and additional terms.

12. Violations and Termination

12.1. In case we suspect any violations of these terms or otherwise tampering with, fraud or unreasonable use of our Referral Program, we may in our sole discretion cancel the distribution of any discount, benefit or pay-out.

12.2. If you are a current or former employee, contractor or affiliate of our company, we may restrict your participation in the Referral Program, and we may restrict or cancel your participation with immediate effect.

12.3. You must comply with all applicable laws and regulations, and refrain from violating any third-party rights. These rights include any copyright, trademark or other proprietary rights.

13. Disclaimer and Indemnification

13.1. We offer our Referral Program and its benefits only on an “as is” and “as available” basis. We may remove, change and update the Referral Program in our sole discretion. We will never make any promises or guarantees about the content and information of our Referral Program. We disclaim our responsibility for any information that is incorrect or has errors.

13.2. Our Referral Program is based on our best efforts. You acknowledge and agree that we can never guarantee any benefit or result from participating in the Referral Program.

13.3. You will defend, indemnify and hold CbV UK harmless from and against all claims, damages, liabilities, losses, expenses and costs (including reasonable attorneys fees) arising out of your participation in the Referral Program.

14. No Correspondence, Disputes And Refunds

With regards to the distribution of discounts, vouchers, incentives, prizes, awards or other benefits, no correspondence will be entered into. Moreover, we shall never respond to any complaint or accept any dispute about the Referral Program, and the abovementioned benefits. are provided “as is” and we never refund or exchange such benefits.

15. Applicable Law

These terms and conditions and any dispute or claim arising out of or in connection with it shall be governed by, and construed in accordance with, the laws of England. All disputes and claims arising out of or relating to these terms and conditions shall be subject to the exclusive jurisdiction of the English Courts to which the parties irrevocably submit.