Bog Spenders Loyalty Scheme T&Cs

1. Eligibility
    - Our Bog Spenders Loyalty Scheme is open to trade account holders at participating depots.
    - The scheme is valid only on qualifying purchases made from 1st March 2026 and 31st December 2026.
    - With the exception of Oxford, Peterborough, Slough and Stratford where the scheme is valid on qualifying purchases made from the depot opening date until 31st December 2026.
    - Any spend after 31st December 2026 will not count towards point collection.
    - By participating, you agree to these Terms & Conditions.
2. Earning Points
    - Points are earned on qualifying purchases made through your trade account.
    - All product ranges qualify for points collection including discontinued or clearance lines.
    - For every £10 spent, you'll receive 1 point.
    - Points are calculated on total spend (excluding VAT and delivery charges).
    - Points will be applied to your account at the end of each calendar month.

Visit ctb.co.uk for a list of all our depots

Clifton Trade Bathrooms, Breightmet Industrial Estate, BOLTON BL2 6PX

WAREHOUSE warehouse@ctb.co.uk DEPOT SUPPORT finance@ctb.co.uk

3. Redeeming Points
    - Points can be exchanged for selected gifts, as listed on our current Bog Spenders Loyalty Scheme page. *https://ctb.co.uk/images/brochures-leaflets/bog-spenders-leaflet-2026.pdf*
    - Points can be claimed via your trading depot.
    - Redemption thresholds may apply.
    - Gifts are subject to availability and may be substituted at our discretion.
    - Delivery of gifts may be subject to a 4-week lead time.
4. Multiple Accounts
    - Points cannot be combined across multiple depots. Customers with more than one trade account across different depots must select one depot for points collection.
    - Multiple accounts held at the same depot may be merged for the purposes of this promotion.
5. Returns & Refunds
    - If a product is returned or refunded, the associated points will be deducted from your account.
    - Only settled invoices are eligible for point allocation.
    - Points will not be applied to any transaction that is later cancelled or credited.
6. Points Validity
    - Points hold no cash value and cannot be exchanged for money or used as a payment method.
    - Points are non-transferable and can only be redeemed by the account holder.
    - Expiry dates may apply; unused points will be removed from your account on 31st January 2026
7. Scheme Management
    - We reserve the right to change or withdraw the Loyalty Scheme at any time, including altering how points are earned or redeemed.
    - Abuse of the scheme (e.g. fraud, misrepresentation, etc.) may result in removal from the programme and loss of accumulated points.
8. Liability: We are not liable for:
    - Any unavailability or delay of rewards caused by factors beyond our control.
    - Technical errors in points calculation, provided these are corrected within a reasonable timeframe.
    - Any loss of points resulting from account misuse or breach of these Terms & Conditions.

9. Contact Information

    - For enquiries regarding your points balance or the Loyalty Scheme, please contact:
    - Email: Marketing@ctb.co.uk
    - Or speak directly to your trading depot team.

10. General

    - These Terms & Conditions are governed by UK law.
    - By participating, you agree to receive updates and promotional information related to the scheme.