

Rock n Roll Rewards Promotion T&Cs



1. Eligibility

- Our Spend & Reward promotion is open to trade account holders at participating depots. **Excluded All Participating Bog Sender Depots.**
- The promotion applies to qualifying, transacted purchases made from **1st October 2026 – 30th November 2026**
- Any transactions after **Monday 30th November 2026** will not count towards our Spend & Reward Promotion.
- **Minimum spend £3,000 ex VAT.**
- By participating, you agree to these Terms & Conditions.

2. Spend & Reward Promotion

- Our Spend & Reward promotion is based on a series of spend thresholds on qualifying, transacted purchases made through your trade account.
- Sales of **All product ranges qualify**, including discounted or clearance items.
- Spend is calculated on total spend (excluding VAT, Love Triangle Commission and Delivery Charges).
- Spend thresholds must be met or exceeded to qualify for reward exchange.

3. Reward Redemption

- If you have opted out of communications, you will not receive a reminder to claim your Reward. Please contact depot directly to claim a Reward or request to be opting back into communications.
- A current e-mail address is required to take part in our Spend & Reward promotion.
- Account spend can be exchanged for relevant, selected Reward, as listed on our current rewards page
<https://ctb.co.uk/files/terms-and-conditions/promotions/clifton-rock-n-roll-level-spend.pdf>
- Redemption thresholds apply.
- Multiple Rewards can be claimed. Example:

£9,000 spend can claim

1 x £9k reward or
2 x £3k + 1 x £3k rewards or
3 x £3k rewards
- Multiples of the SAME Rewards cannot be claimed
- All Rewards must be claimed by **Sunday 6th December 2026**.
Any claims after this date will not qualify.
- Rewards are subject to availability and may be substituted at our discretion.
- Rewards may differ from images shown and are subject to availability.
- Please allow up to **6 weeks for delivery** of redeemed Rewards from claim deadline.

4. Multiple Accounts

- **Spend cannot be combined across multiple depots. Customers with more than one trade account across different depots must select one depot for our Spend & Reward promotion.**
- **Multiple accounts held at the same depot may be merged for the purposes of our Spend & Reward promotion.**

5. Returns & Refunds

- If a product is returned or refunded, the associated spend will be deducted from your Spend and your Reward threshold amended accordingly.
- Only settled invoices are eligible for Reward redemption.
- Rewards cannot be redeemed against any transaction that is later cancelled or credited.

6. Reward Validity

- Spend & Reward credit holds no cash value and cannot be exchanged for cash, credit or used as a payment method.
- Spends are non-transferable and can only be redeemed by the account holder.
- All unclaimed Rewards will expire on **7th December 2026**.

7. Promotion Management

- We reserve the right to change or withdraw the Spend & Reward promotion, including altering how Rewards are earned or redeemed.
- Abuse of the scheme (e.g. fraud, misrepresentation, etc.) may result in removal from the promotion 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 Reward 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 our Spend & Reward promotion, please contact Marketing@ctb.co.uk or speak directly to your local 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