



Terms and Conditions

The Ball Rewards scheme has been created by F. Ball to say thank you to our customers for buying F. Ball adhesives, underlayments and flooring products. The scheme is designed to provide a wide range of special benefits to our customers. These benefits are only available to flooring contractors and retailers that join the scheme and hold a valid Ball Rewards Card.

To qualify for participation in the scheme a contractor or retail member must be able to demonstrate to F. Ball and Co. Ltd. that they are bona fide flooring contractors or retailers. No purchase is required to qualify for a Ball Rewards Card although promotions and offers may require purchases before a benefit is obtained.

F. Ball reserve the right to determine eligibility for participation in all aspects of the scheme at their sole discretion.

To participate, complete the application form and submit to F. Ball and Co. Ltd. Churnetside Business Park, Station Road, Cheddleton, Leek, Staffordshire, ST13 7RS, UK. Or apply on-line at www.f-ball.com/rewards

Once an application has been received and approved, a Ball Rewards Card account will be opened and a personalised membership card will be sent to the applicant by post, normally within 5 days.

Your Ball Rewards Card is personal to you. Only the nominated account holder can update or change account details held by F. Ball.

Account holders may add the details of members of staff so that they may be associated with the account as Team Members and directly receive details of promotions and offers from F. Ball and participate in competitions etc.

When a Team Member is added to an account, the Team Member will be required to verify their details and GDPR permissions.

Team Members may only update their own personal details, have no access to the main account and do not receive cashback. Any cashback payments, prizes etc will only be sent to the account holder.

Team Members are associated to the specific account holders Ball Rewards account and the account holder may at anytime delete Team Members from their account.

Cards remain the property of F. Ball and Co. Ltd. who reserve the right to decline, issue or withdraw cards at any time. Legally your Ball Rewards Card belongs to F. Ball, but it's yours to use and enjoy.

Cards are issued subject to the terms and conditions of the Ball Rewards Scheme. F. Ball and Co. Ltd. reserve the right to update and amend the terms from time to time by posting a copy on the website www.f-ball.com/rewards and a statement of the current terms may be viewed at: www.f-ball.com/rewards

F. Ball and Co. Ltd. can cancel or withdraw the scheme or any individual card at any time.

The card is not a cheque guarantee card, debit or credit card. The card entitles the named holder to participate in promotions, offers and incentives that form part of the... (cont. overleaf)

Ball Rewards programme and that may be provided by F. Ball and Co. Ltd. or organisations that we associate with to bring you offers and promotions. Incentives, offers and promotions may be subject to their own specific terms and conditions. We are not responsible for products and services from third party suppliers. These are offered according to that supplier's terms and conditions.

You agree that we shall not be responsible or liable for any loss or damage of any sort incurred as the result of your participation in the F. Ball and Co. Ltd. Ball Rewards scheme, or as the result of any goods or services that may be offered to you by F. Ball and Co. Ltd. or its associates as part of the Scheme.

We can take any action we consider appropriate if we have reason to believe that you are abusing the scheme.

The F. Ball and Co. Ltd. Ball Rewards scheme is only open to companies and individuals that are resident in the UK or Republic of Ireland. Where offers are expressed in terms of the UK, a similar or equivalent offer will normally be made available at F. Ball's discretion to cardholders in the Republic of Ireland.

The exclusions of liability set out in these terms and conditions shall not apply to any damages arising from death or personal injury caused by the negligence of F. Ball and Co. Ltd. or any of their employees or agents.

These terms and conditions shall be governed by and construed in accordance with English Law. If any provision of these terms and conditions shall be unlawful, void or for any reason unenforceable then that provision shall be deemed severable and shall not affect the validity and enforceability of the remaining provisions

Trademarks

All brand names, product and service names and titles and copyrights used are trademarks, trade names, service marks or copyrights of their respective holders. No permission is given by F. Ball and Co. Ltd. for their use by any person other than the said holders and such use may constitute an infringement of the holders' rights.

Copyright

All designs, text, graphics and their selection and arrangement used in association with the Ball Rewards scheme are the copyright of F. Ball and Co. Ltd. or its associates. Any use of materials without F. Ball and Co. Ltd.'s prior written consent is strictly prohibited.

Replacement Cards

If your card is lost, stolen or damaged we can send you a replacement card. Please contact F. Ball on 01538 361633.

Personal Information

F. Ball holds the personal details of scheme members for the purposes of administering the Ball Rewards Scheme, providing member benefits and advising members of information on F. Ball products, promotions and offers etc

Details of the types, reason and purpose for holding data are shown in the F. Ball Privacy Policy, available to view on this website.

Members may update their details and preferences at any time on-line or by contacting F. Ball and Co. Ltd.

Receive personalised mailings*

The F. Ball Ball Rewards Card is designed to help you to enjoy added benefits when you select F. Ball products. It is important to us that you are happy with the service you receive.

From time to time we may send you exciting special offers and details of promotions through the post and by e-mail, including invites to exclusive customer events.

*Providing you have opted in to receiving mailings and have given us your most up to date details. Please note that if you have not opted in we will not be able to keep you advised of benefits and offers under the Ball Rewards Scheme.

Treating your privacy seriously

We would like to reassure you that your personal and company details are safe with us and will never be released to companies outside F. Ball and Co. Ltd. or companies working in association with F. Ball as part of the Ball Rewards programme.

We may use your personal details to send you details of any vouchers, offers or incentives. We may also use the information to keep you advised of new products or services from F. Ball and Co. Ltd.

We also use your details to send you offers and information on things which might interest you. Of course, if you've told us you don't want to receive mailings from F. Ball, we will only send you items that you have specifically applied for or requested. However, this means you could be missing out on some of the major benefits of the Ball Rewards Card, such as promotions and exclusive offers.

If you've requested not to be contacted for research, we will not contact you for this.

If at any time you would like us to stop sending you mailings, please let us know and we will do so immediately.

Premium Rewards for Flooring Professionals
