



General Merchant Terms and Conditions

This merchant offer service is provided by Valuedynamx Limited to Virgin Red Limited who operate the service. By accessing or using this service, you agree to be bound by the below terms and conditions, the Virgin Red Programme Terms and Conditions and any additional terms and conditions that are communicated to you.

1. When you purchase goods and/or services from a merchant via Virgin Red (after logging in to your Virgin Red account clicking the 'Get Points' button) you will be entitled to earn Virgin Points if you comply with the relevant terms and conditions. In order to be eligible to receive Virgin Points, you will need to make your purchase through the merchant website or app (unless otherwise stated) to which you are directed after clicking 'Get Points' and within one browsing session using your internet browser (e.g. Chrome, Safari, Firefox, Internet Explorer) without exiting such browser. Opening a new tab or returning later will result in Virgin Points not being tracked.
2. The merchant offer service may display certain content made available by, or obtained from, merchants and other third parties. Merchants may or may not provide information relating to the accessibility details, health warnings, or difficulty levels of the goods and services they provide. Virgin Red and Valudynamx do not control, and are not responsible for the presence or absence of any such content from and cannot guarantee that the facilities or services offered by merchants will be accessible under the Americans with Disabilities Act or other similar laws.
3. Virgin Points will not be awarded on the purchase and/ or the use of gift vouchers (which for the avoidance of doubt includes gift cards, gift certificates or any other similar cash equivalent) or on postage, handling, delivery charges and/ or any applicable taxes.
4. Virgin Points may be cancelled (and removed from your account) for any purchase which you have subsequently cancelled or that has been cancelled by the merchant (i.e. if you didn't pay for or later returned the goods and/ or services for which the points were awarded).
5. If you have a query about missing Virgin Points, please notify us via membersupport@red.virgin.com within six (6) months from the date of purchase. We'll then investigate. You will need to save evidence of any Virgin Points entitlement (i.e. proof of purchase) until the Virgin Points appear in your account. All requests for retrospective Virgin Points must be made within six (6) months. Please note that Virgin Points are usually credited within 45 days of a transaction but this may be longer for some merchants (i.e. travel and subscription merchants). And if you've made a purchase that is not deemed to be for personal use, you won't be able to earn Virgin Points on that either.
6. In order to earn Virgin Points, the shopping transaction needs to be in the name of the Virgin Red member.

7. Virgin Red members can earn Virgin Points based on spend in Pounds Sterling (GBP) and US Dollars (USD) only. Virgin Points will not be awarded for spend in other currencies.
8. Virgin Red retains sole discretion to close any Virgin Red account as per the Virgin Red Programme Terms and Conditions if we suspect dishonest or suspicious behaviour.
9. If coupon/voucher codes are used in a shopping transaction which are not listed on Virgin Red, you will not be able to earn Virgin Points on the transaction.
10. Notice to California Residents: If you are a California resident, under California Civil Code Section 1789.3, you may contact the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs in writing at 1625 N. Market Blvd., Suite S-202, Sacramento, California 95834, or by telephone at (800) 952-5210 in order to resolve a complaint regarding the Service or to receive further information regarding use of the Service.
11. Contact Information. The merchant offer service is provided by Valudynamx Limited located at Cutlers Exchange, 123 Houndsditch, London, EC3A 7BU, United Kingdom. For member support please email membersupport@red.virgin.com or contact Virgin Red via the member support section of the Virgin Red app or website or via Virgin Red's social media channels.