

## MGLW Customer Trading Agreement Terms and Conditions

1. To join the MGLW Customer Trading Agreement you must have returned the Customer Trading Agreement form to MGLW, complete with your details and the details of your company, as required.
2. Upon returning the Customer Trading Agreement form and registering for the rebate scheme, you will be enrolled into the scheme until the end of the financial year stated on the form.
3. You will earn a Rebate (in the form of a credit note) based on the total amount spent at MGLW throughout the financial year.
4. The amount received will increase in accordance with the Rebate structure, laid out in the agreement form.
5. The Rebate amount will be presented in the form of a credit note, which can be redeemed against a future purchase.
6. Rebates may not be exchanged for the cash value.
7. Any rebate amount awarded for the financial year, if registered for it and eligible, must be claimed by 31<sup>st</sup> August of the following year.
8. In order to use the credit note, any outstanding due on your account must first be cleared up until 31<sup>st</sup> March of the financial year the rebate is being claimed for.
9. The earning and redemption of a Rebate is subject to the sole discretion of MGLW and to any restrictions contained on the relevant pages of our sites and any Terms and Conditions provided with particular promotions or bonuses. We have the sole right to interpret and apply such Terms and Conditions.
10. You are responsible for advising MGLW of any change of your address or other Account details and we shall have no liability for any misdirected mail or other consequences resulting from your failure to do so.
11. It shall be your responsibility to ensure that your Rebate is properly credited. If you dispute your Rebate amount balance or where we deem that verification is required, we reserve the right to require proof of accrual from you.
12. We reserve the right to modify, alter, discontinue or terminate the Customer Trading Agreement at any time and for any reason, with or without notice (including without limitation: by changing the way a Rebate is earned, awarded, collected and/or redeemed including by adding further restrictions on the redemption of a Rebate amount). You can accept the new Terms and Conditions or elect not to participate in the promotion.
13. Once your order has been processed, you will be unable to cancel the use of your rebate.
14. We may amend these Terms and Conditions at any time either by emailing you notification of the new terms and/or by publishing the modified Terms and Conditions on any of our Sites for your information and acceptance.
15. These terms and conditions shall be governed by English law and both parties agree to the non-exclusive jurisdiction of the English courts.

If you have any questions, please contact our Customer Service team on 020 7720 9944 or email [enquiries@mglw.co.uk](mailto:enquiries@mglw.co.uk).