



Discounts, cashback and print perks

We reward you with the things that matter most: **site-wide discounts**, **print perks** and **cashback** on your purchases.

You are automatically allocated a reward tier based on spending (see the comparison table below). The more you spend, the more you save, and the better your benefits will be.

Everything is calculated in 'real-time' throughout our website, showing you live savings and cashback values.

Register for instant Silver Tier benefits

When you register, you are instantly entered into our Silver Tier, where you will benefit from up to **15% site-wide discount** for 30 days, cashback, and all the benefits offered in our Silver Tier.

If your 30 day spend is £250 or above, you will continue to be rewarded with a site-wide discount, cashback and print perks.

Your spending is automatically assessed every 30 days, and your loyalty tier is allocated based on your spend during that period. However, if your spend qualifies for a higher tier, you will instantly move up and benefit from your higher tier.

You must opt-in to marketing to be entered into our Silver Tier for 30 days.

Spend & Tier (30 day spend)	Cashback Credits Double credits if you are 'growing'	Sitewide Discount	Print Perk Points	Customer Support	Account Manager
B BRONZE Spend £50 - £249 →	⊗	⊗	4	✓	⊗
S SILVER Spend £250 - £999 →	✓	UP TO 15%	8	✓	⊗
G GOLD Spend £1,000 - £1,749 →	✓	UP TO 15%	12	✓	⊗
P PLATINUM Spend £1,750+ →	✓	UP TO 15%	16	✓	✓

REGISTER FOR INSTANT SILVER TIER BENEFITS

Spend and Tier

The loyalty tier you are eligible for is dictated by your spending within a **30 day period**. However, you will instantly be upgraded if your spend qualifies for a higher tier. The more you spend, the more you're rewarded.

To keep track of where you are, we keep you informed of your status, which are:

- Growing**
Retaining tier or potential to upgrade + double cashback*
- Maintaining**
Likely to retain tier
- Declining**
Risk tier downgrade

* Double cashback credits will be awarded if your spend is growing over your 30 day period.

Only orders that are in or have passed the 'in production' status within your 30 day period will be counted towards your tier eligibility.

Cashback Credits

Cashback credits are rewarded on every purchase* (added to your account when the order is dispatched) and available for immediate redemption**.

Double cashback credits will be awarded if your spend is growing over your 30 day period.

You can redeem up to 75% of the total order value in credits. For example, if your order value is £100, up to 75 credits can be redeemed against the order, meaning you will pay £25 for your order. Any leftover credit will remain in your account for future orders.

CASHBACK REDEMPTION

Use upto 75% of your cashback towards this order.

Cashback Balance	£100.00
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Available on this order: £75.00

Applied: £25.00

*Any pending cashback (from orders awaiting despatch) cannot be used against this order.

IMPORTANT:

*Cashback credits can only be redeemed against WTTB orders. They can not be exchanged for their monetary value.

You have **45 days to redeem your cashback credits before they expire.

You will **NOT** earn cashback on an order you are redeeming any existing cashback on. Any pending cashback (from orders awaiting dispatch) cannot be used against an order.

Sitewide Discount

Your discount is applied throughout our website* in our Silver, Gold and Platinum tiers.

Once [logged in](#), all product prices are automatically discounted, showing you your personalised savings.

G You Save £134.25

£760.75 ~~£895.00~~

G GOLD PRICES
£1.50 Saving + £1.00 Cashback*

*Excludes bespoke printing services.

Print Perks

All of our tiers include **FREE** print perks which can be redeemed* against any order. Each Print Perk point is worth £2.50.

Expert Artwork Technical Checks

Your points can be redeemed towards Expert [Artwork Technical Checks](#). This 41-point inspection is carried out by a prepress technician which covers all of the essential checks plus: overprint, bleed, safe zones, image scaling, alignment, text and print finishing.

*Print Perk Points expire after 30 days from issue if not redeemed before this date. You will continue to receive your next period of Print Perk Points allowance.

Customer Support

As standard, every customer has instant access to our award-winning customer service team. Your friendly team include Kay, Michelle, Jordan and Robin, who are here to surprise and delight.

Connect with them via:

- Live chat
- Phone [0330 333 2233](tel:03303332233)
- [Online Form](#)

Monday - Friday: 9am – 5pm

Account Manager

Platinum Tier members have instant access to a dedicated account manager. Direct on-hand contact is available for whatever support or advice you need.

30 Day Period

Your reward tier (Bronze, Silver, Gold and Platinum) is determined around a 30-day cycle. The date of your cycle begins at the date you registered or from the date your reward tier changed.

Every 30 days, your spend is calculated. You will automatically, at this point, be moved (or retained) to your correct reward tier. For example, for one period, you could be in the Gold Tier, and if your spending does not qualify to remain in this tier, you will be downgraded to the Silver or Bronze Tier. However, if your spending qualifies for a higher tier, you will **instantly be upgraded**, and your new 30-day cycle begins from the date you are upgraded.

Every 30 days, your spend is compared to your previous 30-day spend. This lets us inform you whether you are 'Growing', 'Maintaining' or 'Declining'. This will help you track where you are in your current period.

Rewards for Charities

Registered charity customers receive lifetime Silver Tier status in our rewards programme. Find out more on our dedicated [Charity printing hub](#).