



the salad project

# The Salad Project – Loyalty Terms & Conditions

Effective from: 26 October 2025

## 1. Introduction

These Terms & Conditions (“Terms”) govern your participation in The Salad Project Loyalty Programme (“Loyalty Programme”, “we”, “us”, or “our”).

By joining or using the Loyalty Programme, you agree to these Terms.

If you do not agree, you should not participate in the Loyalty Programme.

For any questions, please contact us at [hello@thesaladproject.com](mailto:hello@thesaladproject.com).

## 2. Eligibility

- The Loyalty Programme is open to all customers aged 16 and over.
- To join, you must create an account through The Salad Project app or website.
- Each customer may hold only one loyalty account.
- Accounts cannot be transferred, combined, or shared.

## 3. How to Earn Points

- You’ll earn points every time you make a qualifying purchase at The Salad Project in-store or online (via our app or website).
- Points will be awarded automatically once your payment is confirmed.
- The standard rate is 1 point per £1 spent, unless otherwise stated.
- Occasionally, we may offer bonus points promotions or rewards for specific actions (e.g., referrals, reviews, or seasonal campaigns).
- Points are not earned on delivery fees, discounts, or gift card purchases.

## 4. How to Redeem Points

- Points can be redeemed for rewards as displayed in your loyalty account.
- Redemption options may vary depending on availability and ongoing offers.
- Rewards cannot be exchanged for cash, credit, or other benefits.
- Once redeemed, points will be deducted immediately from your balance.

## 5. Points Expiry

- Points remain valid for 12 months from the date they were earned.
- If no activity (earning or redeeming) occurs within 12 months, your points balance may expire automatically.

## 6. Account Management

- You can view your balance, available rewards, and activity history in your account on the app or website.
- You are responsible for keeping your login details secure.
- If you believe your account has been compromised, contact [hello@thesaladproject.com](mailto:hello@thesaladproject.com) immediately.

## 7. Errors and Adjustments

We reserve the right to:

- Correct or adjust point balances if there has been an error or misuse.
- Refuse reward redemptions that do not comply with these Terms.
- Suspend or close accounts showing fraudulent or suspicious activity.

## 8. Changes to the Loyalty Programme

We may update or modify the Loyalty Programme (including how points are earned or redeemed) at any time.

If we make significant changes, we'll give reasonable notice via email or through our app.

## 9. Cancellation and Termination

- You may close your loyalty account at any time by contacting [hello@thesaladproject.com](mailto:hello@thesaladproject.com).
- If you close your account, all unredeemed points and rewards will be forfeited.
- We may suspend or terminate the programme at our discretion. In such cases, you'll be given reasonable notice to redeem any remaining points.

## 10. Privacy and Data Protection

We take your privacy seriously.

Your personal information will be handled in accordance with The Salad Project Privacy Policy, which outlines how we collect, use, and protect your data.

You can read our Privacy Policy at <https://thesaladproject.com/privacy-policy>.

## 11. General

- The Loyalty Programme is for personal use only.
- Points and rewards have no cash value and cannot be transferred or sold.
- These Terms are governed by English law, and any disputes will be handled by the courts of England and Wales.

## Website Terms of Use

PLEASE READ THESE WEBSITE TERMS OF USE CAREFULLY BEFORE USING THIS SITE

### Who we are and how to contact us

<https://www.saladproject.co.uk> is a site operated by Florian James Limited (T/A, "The Salad Project").

We are registered in England and Wales under company number 12241426 and have our registered office at The Courtyard, 14a Sydenham Road, CR0 2EE.

To contact us, please email [hello@thesaladproject.com](mailto:hello@thesaladproject.com).

### By using our site you accept these terms

By using our site, you confirm that you accept these terms of use and agree to comply with them.

If you do not agree to these terms, you must not use our site.

We recommend that you print a copy of these terms for future reference.

### We may make changes to these terms

We may revise these terms from time to time. Please check this page regularly to ensure you understand the terms that apply at the time you use our site.

### We may make changes to our site

**We may update and change our site from time to time to reflect changes to our products, business priorities, or user needs. We will try to give reasonable notice of major changes.**

## **We may suspend or withdraw our site**

**Our site is made available free of charge.**

**We do not guarantee that our site, or any content on it, will always be available or uninterrupted.**

**We may suspend, withdraw, or restrict availability for business or operational reasons.**

**You are responsible for ensuring that anyone accessing our site through your internet connection complies with these terms.**

## **Our site is for users in the UK**

**Our website is directed to people residing in the United Kingdom.**

**If you choose to access it from outside the UK, you do so at your own risk and are responsible for compliance with local laws.**

## **Keeping your account details safe**

**If you are provided with login details, you must keep them confidential and not share them with anyone else.**

**We may disable your login if we reasonably believe you have failed to comply with these terms.**

**If you suspect unauthorised access, contact [hello@thesaladproject.com](mailto:hello@thesaladproject.com) immediately.**

## **How you may use material on our site**

**We are the owner or licensee of all intellectual property rights in our site and the material published on it.**

**You may print or download extracts for personal use and share them internally within your organisation, but you must not modify them.**

**You must not use any content from our site for commercial purposes without permission.**

## **Do not rely on information on this site**

All content is provided for general information only. It is not advice.

While we aim to keep information accurate and up to date, we make no guarantees about completeness or reliability.

If you find any inaccuracies, please email [hello@thesaladproject.com](mailto:hello@thesaladproject.com).

## **We are not responsible for websites we link to**

Links to third-party websites are provided for information only.

We have no control over their content and do not endorse or accept responsibility for them.

## **Our responsibility for loss or damage suffered by you**

We do not exclude or limit our liability where it would be unlawful to do so (e.g., for death or personal injury caused by negligence or for fraud).

If you are a business user, we exclude all implied warranties and will not be liable for any loss of profit, revenue, goodwill, or indirect/consequential loss.

If you are a consumer, our site is for personal, non-commercial use. We are not responsible for business losses.

If defective digital content we supply damages your device or data, and this results from our failure to use reasonable care and skill, we will either repair the damage or pay compensation.

## **How we may use your personal information**

We will only use your personal data as outlined in our Privacy Policy.

## **We are not responsible for viruses and you must not introduce them**

We do not guarantee that our site is secure or free from bugs or viruses.

You must not misuse the site by introducing malicious material or attempting unauthorised access.

## Rules about linking to our site

You may link to our homepage in a fair and legal way, provided you do not suggest any association or endorsement where none exists.

We may withdraw linking permission without notice.

If you wish to use our content in any other way, please contact [hello@thesaladproject.com](mailto:hello@thesaladproject.com).

## Acceptable use

You may only use our site for lawful purposes. You must not:

- Use it in a way that breaches any law or regulation.
- Upload harmful, defamatory, or obscene material.
- Attempt to gain unauthorised access to our systems.
- Reproduce or copy any part of our site without permission.

## Content standards

Any material you upload must be accurate, lawful, and genuinely held.

It must not be offensive, discriminatory, or infringe on others' rights.

We reserve the right to remove any content that violates these standards.

## Breach of these terms

We may take appropriate action (including account suspension or legal action) if you breach these terms.

## Which country's laws apply

These terms are governed by English law.

If you are a consumer, you may bring proceedings in England and Wales, Scotland, or Northern Ireland.

**If you are a business, both parties agree to the exclusive jurisdiction of the courts of England and Wales.**