

General terms and conditions

myMediaMarkt Light

1. Responsibility

MyMediaMarkt Light is the loyalty program of MediaMarkt Netherlands (hereinafter referred to as "myMediaMarkt Light"). Responsible for myMediaMarkt Light in the Netherlands is:
Media Markt-Saturn Holding Nederland B.V. Wilhelminakade 161
3072 AP Rotterdam

Company number: 30096621

VAT identification number: NL.00.94.53.180.B01 (hereinafter referred to as "MediaMarkt" or "we")

2. Conditions for participation in myMediaMarkt Light

Only natural persons who have reached the age of 18 and reside in Belgium (hereinafter referred to as "participant" or "you") are eligible to participate. If the participant does not comply with these conditions, the account created will be deleted by MediaMarkt.

3. Registration

3.1 Participation in myMediaMarkt Light is free of charge. If you are already a MediaMarkt member on 3 June 2024, your MediaMarkt Club membership will be automatically transferred to myMediaMarkt Light. At any time, you can upgrade your membership to myMediaMarkt, for which you have to accept myMediaMarkt's terms and conditions. For membership of myMediaMarkt Light, you can select a MediaMarkt store in the Netherlands as your favourite store.

You can change your favourite store at any time during your myMediaMarkt Light membership.

3.2 If incorrect registration or manifestly incorrect information is reasonably suspected, we reserve the right to refuse the relevant registration and delete the relevant data.

3.3 After successfully transferring your membership to myMediaMarkt Light, a personal user profile and points account will be created for you, which you can view via your myMediaMarkt Light account. You can also check your points balance at any MediaMarkt store in the Netherlands.

3.4 If your name and/or contact details change, you must inform MediaMarkt of this without delay. This can be done either via your myMediaMarkt Light account or via our central customer service.

4. MyMediaMarkt benefits and points

4.1 As a myMediaMarkt Light member, you enjoy a wide range of benefits. Some of these are national benefits available to all myMediaMarkt Light members throughout the Netherlands. Some benefits apply only to the store of your choice and are only available to myMediaMarkt Light members who have selected the relevant MediaMarkt store as their preferred store. We reserve the right to change, supplement or limit the content of the benefits. You can get an up-to-date list of all national benefits at www.mediamarkt.nl or from your local MediaMarkt store. Information on local benefits can be obtained from your favourite store.

4.2 As a myMediaMarkt Light member, you can collect points with purchases made by yourself in all MediaMarkt stores in the Netherlands and on the MediaMarkt webshop (with the exception of purchases from sales partners and purchases of services). In addition to collecting points through purchases, additional points can be collected as part of special promotions. The type and scope of purchases eligible for points, the number of points credited depending on the value of the purchase and the number of points awarded as part of special promotions can be viewed at www.mediamarkt.nl and in the respective published terms and conditions of the promotion.

Points will only be credited for in-store purchases upon presentation of a valid myMediaMarkt Light membership at the time of the purchase. In the case of an online purchase, points are only credited if

the purchase is made while you are logged in as a myMediaMarkt Light member. Purchases made without using a myMediaMarkt account are not eligible for point crediting, either at the time of purchase or retroactively. Additional points, such as multiple points resulting from special promotions, cannot be credited after the end of the relevant promotion. Only the points for the respective purchase will be taken into account.

4.3 The points you accumulate from purchases in participating stores or on the webshop at www.mediamarkt.nl will be credited to your points account after a period of 30 days from receipt of the goods ordered/handover of the goods purchased in the store. Until the end of the 30-day period, the points are shown as "reserved points". The final crediting to your points account takes place after the 30-day period has expired and provided no final cancellation of the purchase has taken place. In case of cancellation of a purchase (e.g., exchange/return of product), there is no right to offset the purchase within the myMediaMarkt Light program.

4.4 If there are documented indications of possible abuse of your myMediaMarkt Light account, we reserve the right to review your transaction and refuse credit of points.

4.5 You can view your point balance at any time in your myMediaMarkt Light account and request it from any MediaMarkt store. Your point balance will also be communicated to you regularly by e-mail.

4.6 Any objections to the correctness or completeness of a reported point balance must be made in writing or by e-mail no later than one month after receipt of the report. Enclose the relevant documents with your objection, e.g., copies of the relevant receipts or invoices. Failure to make your objections on time will be considered as approval of the reported score.

You can also request a correction of the declared point balance after this approval, but in that case, you have to prove the inaccuracy or incompleteness.

4.7 Definitively credited points, older than two years, expire on the next 30 September of the respective year.

Points earned by participating in special promotions expire on 30 September of the year following the year in which they were definitively earned.

4.8 The points you have saved via your myMediaMarkt Light membership can only be redeemed if you have upgraded your myMediaMarkt Light membership to a myMediaMarkt membership. To do so, you must accept the general terms and conditions of myMediaMarkt. For the provisions on redeeming your points for coupons, please refer to the general terms and conditions of myMediaMarkt.

5. Personal participation

5.1 Participation in myMediaMarkt Light is limited to the individual participant; transfer to third parties is excluded. It is not permitted to collect points with your myMediaMarkt Light account for purchases made by others/third parties. Points collected as part of participation in myMediaMarkt Light cannot be transferred to third parties.

6. Unauthorised access by third parties

6.1 If you suspect that a third party has gained access to your account, please inform us immediately. In cases where damage occurs because you have notified us too late or not at all, we are only liable if there is intent and/or gross negligence on the part of MediaMarkt.

7. Lock

If there are documented indications of possible abuse of your myMediaMarkt Light account, we may block your account both temporarily and permanently. MediaMarkt also reserves the right to recover the damage it suffers as a result from the abuser.

8. Liability

Except for violation of essential contractual obligations or fraudulent behaviour, we are only liable for material damage caused by intent and/or gross negligence. Liability for consequential damages is excluded. Essential contractual obligations are those obligations whose fulfilment is essential for the proper performance of the myMediaMarkt Light membership. Damage due to death or injury is not excluded.

The above limitations of liability apply only to the extent permitted by law.

9. Termination

9.1 You can terminate your myMediaMarkt membership at any time and without observing a notice period by notifying MediaMarkt in text form, for example by e-mail. This shall not affect the parties' right to extraordinary termination for good reason.

Any points in the points account will expire when participation in the program ends.

9.2 Once participation in the program ends, it is no longer possible to collect new points or use myMediaMarkt Light benefits.

10. Change in conditions of participation

10.1 We reserve the right to amend these terms of participation. We will inform you of the change and its consequences by e-mail at least thirty (30) days before the change takes effect. If you do not object to the change before this period has expired, the changes will apply to you from the date indicated. If you do not accept these new conditions of participation, you can object to the change in text form, for example by, or cancel your myMediaMarkt Light membership. If you object to the change, the previous terms and conditions will continue to apply to your membership. We reserve the right to cancel your myMediaMarkt Light membership in this case.

10.2 Changes that deviate to your detriment from the main service obligations of the myMediaMarkt Light program are only possible with your explicit consent.

11. Final provisions

11.1 These participation conditions are governed by Dutch law. Any dispute relating to the existence, implementation and/or interpretation of these general terms and conditions and all agreements between you and MediaMarkt shall fall under the exclusive jurisdiction of the court(s) of Rotterdam in the Netherlands.

11.2 These conditions remain binding in all other respects, even if individual provisions are legally invalid. The invalid provisions shall be replaced by the applicable statutory provisions, where relevant.

11.3 Naturally, we handle your data with care in accordance with applicable laws and regulations. More information on how MediaMarkt handles your personal data can be found in our privacy statement. View our privacy statement [here](#).