

Loyalty 2.0 Terms and Conditions

Islestarr Holdings Limited and Charlotte Tilbury Beauty Limited together with its subsidiaries (“Charlotte Tilbury”, “we”, “us” or “our”) has launched a new loyalty programme on 24th October 2022, called Charlotte’s Loyalty Programme (the “Programme” or “Loyalty Programme”). This is the new programme to replace the previous programme, [‘Charlotte’s Beauty Universe’ with all functions and rewards from the previous Programme is revoked from the 10th October 2022.](#)

Your participation in Charlotte’s Loyalty Programme is governed by this set of Terms and Conditions (the “Terms”). These Terms should be read alongside, and in addition to, our Website Terms and Conditions of Use and also our Privacy Policy and Cookies Policy, to understand how we collect and process your personal data. See our Privacy Policy and Cookies Policy linked below in the Data Privacy Section. In the event of any conflict between these Terms and the Website Terms and Conditions of Use, the Website Terms and Conditions of Use will control.

Please read these Terms carefully and print a copy for your future reference. By participating in Charlotte’s Loyalty Programme, you agree to these Terms, the Privacy Policy and Cookies Policy (each as amended from time to time). If you do not agree to these Terms, please contact us immediately by email, at customercare@charlottetilbury.com, and we will remove you from Charlotte’s Loyalty Programme by removing your account, with all future orders placed via Guest Checkout.

Charlotte’s Loyalty Programme is operated by Charlotte Tilbury Beauty Limited, company number 08037372, with its registered office at 8 Surrey Street, London, United Kingdom, WC2R 2ND.

Charlotte Tilbury reserves the right to change the Terms including the eligibility, Rewards, Benefits and Levels under the Programme; and to terminate or withdraw Charlotte’s Loyalty Programme including revoking all earned Rewards/Benefits; or close further participation in the Programme, at any time in its discretion. Unless we notify you otherwise, any amended Terms will be effective immediately and your continued participation in the Programme after the amended Terms are posted will confirm your acceptance of the changes, therefore you should review these Terms regularly to understand the terms and conditions that apply to Charlotte’s Loyalty Programme. If you do not agree to the amended Terms, you must contact us immediately by email at customercare@charlottetilbury.com.

CHARLOTTE’S LOYALTY PROGRAMME

What is Charlotte's Loyalty Programme?

Charlotte's Loyalty Programme is the new Loyalty programme launched on 24th October 2022 across www.charlottetilbury.com and Charlotte's Beauty Wonderlands.

Shop to access the different loyalty Levels. The more you spend, the more Rewards and Benefits you'll unlock, including free gifts, free shipping and access to Charlotte's Member Only shop. Customers can sign up to Charlotte's Loyalty Programme the following link: <https://www.charlottetilbury.com/uk/loyalty>. When customers create an Account on www.charlottetilbury.com, customers have joined Charlotte's Loyalty Programme. Only orders made while logged in to your account will qualify towards your Loyalty status. Should you not wish to participate in Charlotte's Loyalty Programme, you must close your account with all future orders being placed through Guest Checkout.

What Was 'Charlotte's Beauty Universe'?

Charlotte's Beauty Universe was the previous name of the Loyalty Programme in which customers received rewards and benefits based on the number of orders made within a 12 month period, rather than the spend level within that timeframe - which is how Charlotte's new Loyalty Programme now operates. Charlotte's Beauty Universe ceased on 10th October 2022 onwards. Any Benefits and Rewards of this programme have since been removed and previous loyalty members will no longer have access to those benefits related to Charlotte's Beauty Universe. Customers who were previously a part of Charlotte's Beauty Universe will automatically be enrolled into Charlotte's Loyalty Programme and their past 12 months spend history will be taken into account to assign their Loyalty Level upon launch of the new programme.

Global Restrictions to Charlotte's Loyalty Programme

Charlotte's Loyalty Programme is available for customers to join via www.charlottetilbury.com globally, with the exception of the below exclusion list: Argentina, Brazil, Cayman Islands, China, Chile, Mexico, South Africa, Hong Kong, India, Japan, Malaysia, Pakistan, Philippines, Singapore, Taiwan, Thailand, Vietnam, New Zealand, Republic of Korea.

Customers are able to earn in store towards their Loyalty status in Charlotte's Beauty Wonderlands based in the United Kingdom, Europe and North America. Simply ask at the till point at the time of purchase for the till staff to enter your email address into the till point during the transaction and the final value of the transaction after discounts will be added to your Loyalty account. Beauty Wonderlands are Charlotte Tilbury owned boutiques and are not in partnership with any 3rd parties. Full stores list available here <https://stores.charlottetilbury.com/store-locator.html>. Unfortunately

customers are unable to have purchases made in any 3rd party partner stores, concessions or online retailers count towards their Loyalty Programme.

Customers are also able to earn in store towards their Loyalty status in Charlotte's Beauty Wonderland Pop-Ups based in the United Kingdom, Europe and North America hosted by Charlotte Tilbury and not in collaboration with a retail partner.

Guest Checkout

Loyalty members can choose to checkout as Guest at any time but will not receive any benefits of Charlotte's Loyalty Programme. For the avoidance of doubt, spend on www.charlottetilbury.com or in Charlotte's Beauty Wonderlands (unless your email address is given at the point of transaction) will also not be counted towards a customer's Loyalty Status when a transaction is not linked to a customer account. If you are using a Guest Checkout, your purchase will only count if we can verify your email address used to purchase against a valid Charlotte Tilbury account.

Subscriptions

To create a subscription to any product or service on www.charlottetilbury.com, customers are required to create an account which will automatically sign them up to Charlotte's Loyalty Programme.

When a customer creates an order via a Subscription, the value of the first delivery of the subscription purchased will be added to the customer's Loyalty status. Future purchases of items delivered via the customer's subscription will be added to the customer's Loyalty account when the transaction has been confirmed.

If your account is removed for any reason, any subscriptions you have through our Subscription Service will be cancelled, as you must have an account on the Site to set up any Subscription Service. For full Subscription Terms and Conditions, please see [here](#).

Gift Cards

When purchasing Gift Cards, customers who are signed into Charlotte's Loyalty Programme will have this purchase count towards their Loyalty status. Customers purchasing on www.charlottetilbury.com using a Gift Card will not have their spend added to their Loyalty status.

Charlotte's Loyalty Programme Term Period

Once you have joined Charlotte's Loyalty Programme, your membership will continue for one year from the date of joining (Membership Period) provided we decide to continue with Charlotte's Loyalty Programme. The Membership Period will continue to roll over for additional 12 month periods thereafter, see further details

below under the 'Do my Loyalty Levels expire?' section. We are entitled to end Charlotte's Loyalty Programme and/or withdraw or amend any associated benefits at any time, including upon termination of the Programme. The Rewards and Benefits are for members of Charlotte's Loyalty Programme during their Membership Period only, and must not be shared with or used by any third party. By using the Rewards and Benefits you are deemed to have read, accepted and be bound by these Terms and Conditions, any other requirements set out in the promotional material for the specific Reward or Benefit (in the event of a conflict, the requirements set out in the promotional material will take precedence), as well as all applicable laws and regulations, including without limitation those governing copyright, content, defamation, privacy, publicity and the access or use of others' computer or communication systems. By using the Rewards or Benefits, customers confirm their eligibility and accept the applicable Charlotte Tilbury Terms and Conditions of the promotion in question. Charlotte Tilbury may require the customer to provide proof of such eligibility. We reserve the right at our sole discretion to disqualify from further (or any) use of any of the Rewards if we have reason to believe you are tampering with the operation of the Programme, or to be acting in any manner deemed by Charlotte Tilbury to be in violation of these Terms, relevant laws and/or regulations and/or third party rights.

HOW TO JOIN

How do I Join Charlotte's Loyalty Programme?

You will automatically be enrolled into Charlotte's Loyalty Programme when you create a Charlotte Tilbury account or log in to your existing account. Your purchases made in the last 12 months prior to account creation will count towards your Loyalty status if we can verify your purchases to the same email address used to create an account. If you were enrolled onto the previous Charlotte's Beauty Universe loyalty programme, your purchases made in the last 12 month prior to 24th October 2022 will count towards your Loyalty status on the new Charlotte's Loyalty Programme. If you do not want to be enrolled into Charlotte's Loyalty Programme, you will have the opportunity to close your account by visiting your account dashboard.

Eligibility and Joining Charlotte's Loyalty Programme

Charlotte Tilbury customers aged 18 and over are eligible to join Charlotte's Loyalty Programme. PRO Members or Charlotte's Magic Stars are not eligible to join Charlotte's Loyalty Programme.

The Programme is intended for personal use only. Customers using the Programme to benefit from commercial use by purchasing items for resale, are not eligible to

participate in the Programme. At Charlotte Tilbury's discretion, current Charlotte Tilbury employees, PRO's, Charlotte's Magic Stars, contractors, and immediate family members of such employees and contractors, may not be eligible to participate in Charlotte's Loyalty Programme.

LEVELS

What are the Levels within Charlotte's Loyalty Programme?

Levels indicate where you are within Charlotte's Loyalty Programme. Spend to move through the Levels to unlock Rewards and Benefits. Charlotte Tilbury reserves the right to change the spend thresholds, Levels, Rewards or Benefits at any time..

LOYALTY LEVEL 1

Darling, spend £100/\$150/€150/\$200AUD/\$200CA within the Membership Period to unlock the magic of level 1!

MAGIC REWARDS

- 2 FREE MAGIC GIFTS!
- A MAGICAL £10/\$20/€15/\$20AUD/\$20CA VOUCHER
- RECEIVE A BIRTHDAY GIFT FROM ME!

MAGIC BENEFITS

- FREE STANDARD DELIVERY ON ALL YOUR ORDERS
- FREE ENGRAVING
- ACCESS TO MY MEMBERS ONLY SHOP
- ACCESS TO EXCLUSIVE MASTERCLASSES

LOYALTY LEVEL 2

Darling, spend £300/\$400/€400/AUD\$600/CA\$600 within the Membership Period to unlock the magic of level 2!

MAGIC REWARDS

- 3 FREE MAGIC GIFTS!
- A MAGICAL £10/\$20/€15/\$20AUD/\$20CA VOUCHER

- RECEIVE A BIRTHDAY GIFT FROM ME!

MAGIC BENEFITS

- FREE STANDARD DELIVERY ON ALL YOUR ORDERS
- FREE ENGRAVING
- ACCESS TO MY MEMBERS ONLY SHOP
- ACCESS TO EXCLUSIVE MASTERCLASSES
- BE THE FIRST TO SHOP NEW! LAUNCHES

LOYALTY LEVEL 3

Darling, spend £500/\$700/€600/AUD\$900/CA\$900 within the Membership Period to unlock the magic of level 3!

MAGIC REWARDS

- 3 FREE MAGIC GIFTS!
- A MAGICAL £10/\$20/€15/\$20AUD/\$20CA VOUCHER
- RECEIVE A BIRTHDAY GIFT FROM ME!

MAGIC BENEFITS

- FREE EXPRESS DELIVERY ON ALL YOUR ORDERS (NOT AVAILABLE IN AUS)
- FREE ENGRAVING
- ACCESS TO MY MEMBERS ONLY SHOP
- ACCESS TO EXCLUSIVE MASTERCLASSES
- BE THE FIRST TO SHOP NEW! LAUNCHES

LOYALTY LEVEL 4

Darling, spend £1500/\$2000/€2000/AUD\$3000/CA\$3000 within the Membership Period to unlock the magic of level 4!

MAGIC REWARDS

- 3 FREE MAGIC GIFTS!

- A MAGICAL £20/\$30/€25/\$30AUD/\$30CA VOUCHER
- RECEIVE A BIRTHDAY GIFT FROM ME!

MAGIC BENEFITS

- FREE EXPRESS DELIVERY ON ALL YOUR ORDERS (NOT AVAILABLE IN AUS)
- FREE ENGRAVING
- ACCESS TO MY MEMBERS ONLY SHOP
- ACCESS TO EXCLUSIVE MASTERCLASSES
- BE THE FIRST TO SHOP NEW! LAUNCHES
- YOUR OWN BEAUTY EXPERT, TRAINED BY ME!

LOYALTY LEVEL: VAULT

Darling, spend £5000/\$7000/€6000/AUD\$9000/CA\$9000 within the Membership Period to unlock SUPERSTAR ACCESS!

MAGIC REWARDS AND BENEFITS

- EXCLUSIVE GIFTS, CHOSEN JUST FOR YOU!

Do all my purchases count towards Charlotte's Loyalty Programme?

All Valid Orders, excluding those made with Gift Cards, help you move through Levels to unlock Rewards and Benefits - the total basket value after discount, including shipping will be counted. Free gifts with purchase, samples, Rewards and Benefits or services will not be added to your loyalty Level.

You must be logged into a valid Charlotte Tilbury account to earn. If you are using a Guest Checkout, your purchase will only count if we can verify your email address used to purchase against a valid Charlotte Tilbury account.

If you shop across multiple territories, you will activate multiple loyalty accounts and Charlotte Tilbury is unable to consolidate. For example: if a customer shops on www.charlottetilbury.com and then on www.charlottetilbury.nl, they will activate two loyalty accounts which can not be consolidated.

For the purpose of the Programme a "Valid Order" shall mean that you have placed an online order for products via www.charlottetilbury.com, but excluding any such

order that is: (a) subsequently returned; (b) for purchase of e-gift Virtual Consultation or Virtual Consultation there are clear records showing this, our decision is final.

Do my Loyalty Levels expire?

When you enter one of Charlotte's Loyalty Levels, you will have 12 months to access that Level's Rewards and Benefits, before your annual spend total refreshes. Once you have been in a Level for 12 months and not moved into the next Level, you will move to the Level reflective of your last 12 months' spend history. If you do shop to the value of the next Level's spend threshold, congratulations! your Account section of www.charlottetilbury.com will be updated and you will receive a welcome email. Your spend history will be reviewed again 12 months after joining your new Level.

REWARDS AND BENEFITS

What are Rewards?

Your Rewards are code based offers and each Reward can only be used once within a 12 month period, within your Loyalty Level. Once redeemed, your Reward will no longer be visible within your Loyalty Account. Rewards can be added to your basket and redeemed at checkout when your basket reaches the individual Reward qualifiers. Only one promotional code per basket. Multiple auto-applied Loyalty Benefits can however still be added to a customer's transaction, with one Loyalty Reward.

	REWARDS TABLE					
	MEMBER % OFF	REWARD OPTION 1 - MONEY OFF	REWARD OPTION 2 - SKINCARE	REWARD OPTION 3 - COLOUR	REWARD OPTION 4 - OTHER	BIRTHDAY
MEMBER LEVEL	YES	NO	NO	NO	NO	NO
LEVEL 1	NO	YES	YES	YES	NO	YES
LEVEL 2	NO	YES	YES	YES	YES	YES
LEVEL 3	NO	YES	YES	YES	YES	YES

LEVEL 4	NO	YES	YES	YES	YES	YES
VAULT	NO	YES	YES	YES	YES	YES

Rewards

1. During your period of membership, you will be able to access Charlotte's Loyalty Programme exclusive offers and promotions.
2. You will need to use your Charlotte Tilbury login details to access Charlotte's Loyalty Programme
3. Once logged in, your available rewards, and details of how to redeem, along with specific terms and conditions related to it will be accessible within the loyalty tab on your Account page <https://www.charlottetilbury.com/account>
4. Rewards may include, but are not limited to % off promotions, gift-with-purchase, early access to a product or content, invitation to an event, prize draws and exclusive member only products or services.
5. Stock behind rewards will be on rotation and Charlotte Tilbury cannot guarantee the same product will be available every time a customer returns to their Rewards on site, before redemption.
6. Unless specified, rewards can only be accessed/redeemed on www.CharlotteTilbury.com.
7. Rewards are subject to availability, and for a limited period only. We reserve the right to make substitutions in our sole discretion.
8. Rewards have no cash value, may not be sold/transferred, and you are not able to return items for a refund.
9. Customers must spend the Qualifying Amount as detailed in the Reward promotion on any Charlotte Tilbury products and merchandise on the relevant Website to redeem the chosen Reward
10. The Reward is as detailed in the promotional advertising.
11. The Reward is exclusive of delivery costs.
12. The Reward is subject to availability. There is no cash alternative for the Reward and the Promoter reserves the right to substitute the Reward with a substitution.
13. Customers joining Charlotte's Loyalty Programme at any Level will not be eligible to access Rewards and benefits from earlier Levels.
14. The Reward cannot be exchanged. For example, the Reward cannot be exchanged in the event the wrong shade is selected for the free Reward.
15. In the event that any Product(s) purchased as part of qualifying transaction are returned and the qualifying transaction would therefore fall below the Qualifying Amount, the customer will be required to return the Reward.
16. The Qualifying Amount is the amount after any discounts have been applied.

17. From time-to-time, Charlotte Tilbury may choose to offer 'email exclusive loyalty offers' or additional automatically added to basket site-wide offers will be available to Loyalty customers only and will be communicated via email or SMS, with a unique-code to be added at checkout. These rewards will not be valid for use with any other offer and can only be used on www.charlottetilbury.com. We reserve the right to make substitutions in our sole discretion and the rewards have no cash value, may not be sold/transferred, and you are not able to return items for a refund.
18. The participant shall not, while using the Gift, display or publicize any political slogans or homophobic language, images of a lewd or explicitly sexual nature, images containing logos of competitors and overt brand sponsorship or anything else deemed to be ambush marketing, or content which is defamatory, obscene, illegal, vulgar, offensive or otherwise unsuitable or infringes others' rights (including intellectual property rights).
19. Should Charlotte Tilbury terminate or suspend the current Program, Charlotte's Loyalty Programme, all Loyalty Programme Rewards and Loyalty promotional codes shall cease to be valid.
20. Will apply to all products sold on www.charlottetilbury.com except: New or Limited Edition Products, Kits, Virtual Consultations, already discounted products and delivery and other products as advised from time to time;
21. Rewards may only be used once;
22. Rewards cannot be used in conjunction with other discounts or offers
23. Rewards can only be used by a Loyalty Member purchasing on www.charlottetilbury.com within the Loyalty Level it was rewarded in. for example, a customer cannot use a Level 2 reward in the future when they are in Level 3
24. Rewards should not be shared with anyone else

What are Benefits?

Benefits are additional rewards which are available on each purchase made within the Loyalty Programme, depending on your level, as below. Your Benefits will be automatically applied at checkout, every time you shop, when you add qualifying items to your basket. Benefits are available for Loyalty Members in Level 1 and above.

	BENEFITS TABLE			
	FREE ENGRAVING	FREE STANDARD SHIPPING	FREE EXPRESS SHIPPING	FREE GIFT BOXES

MEMBER LEVEL	NO	NO	NO	NO
LEVEL 1	YES	YES	NO	NO
LEVEL 2	YES	YES	NO	YES ONLY - UK
LEVEL 3	YES	YES	YES	YES ONLY - UK
LEVEL 4	YES	YES	YES	YES ONLY - UK
VAULT	YES	YES	YES	YES ONLY - UK

Once logged in, your available benefits, and details of how to redeem, along with specific terms and conditions related to it will be accessible within the loyalty tab on your Account page <https://www.charlottetilbury.com/account>

Unless specified, benefits can only be accessed/redeemed on www.CharlotteTilbury.com.

Free Standard Shipping and Free Express Shipping are not available to customers shopping in Australia or purchasing items for delivery to Australia.

Benefits are subject to availability. We reserve the right to make substitutions, change benefits or switch off benefits at our sole discretion.

Customers joining Charlotte's Loyalty Programme at any Level will not be eligible to access Rewards and benefits from earlier Levels.

Benefits have no cash value, may not be sold/transferred, and you are not able to return items for a refund.

Benefits can only be used by a Loyalty Member purchasing on www.charlottetilbury.com within the Loyalty Level it was rewarded in. For example, a customer cannot use a Level 2 Benefit in the future when they are in Level 3.

From time-to-time, Charlotte Tilbury may choose to offer 'email exclusive loyalty offers' or additional automatically added to basket site-wide offers will be available to Loyalty customers only and will be communicated via email or SMS, with a unique-code to be added at checkout. These benefits will not be valid for use with

any other offer and can only be used on www.charlottetilbury.com. We reserve the right to make substitutions in our sole discretion and the benefits have no cash value, may not be sold/transferred, and you are not able to return items for a refund.

Should Charlotte Tilbury terminate or suspend the current Program, Charlotte's Loyalty Programme, all Loyalty Programme benefits shall cease to be valid.

How do I earn Rewards and Benefits?

By shopping on www.charlottetilbury.com, and in Charlotte's Beauty Wonderlands <https://stores.charlottetilbury.com/index.html> concession stores and country exclusions include: Argentina, Brazil, Cayman Islands, China, Chile, Mexico, South Africa, Hong Kong, India, Japan, Malaysia, Pakistan, Philippines, Singapore, Taiwan, Thailand, Vietnam, New Zealand, Republic of Korea.

Your purchases will help you move through Levels - the more you spend, the more Magic Benefits and Rewards you will unlock! If Charlotte Tilbury is unable to fulfil an order, or ship an order to you, your order will not contribute towards your loyalty Level.

How do I redeem my Rewards and Benefits?

You will be able to redeem your Rewards and Benefits online at www.charlottetilbury.com. To access your Rewards and Benefits, simply login to your Charlotte Tilbury account and visit the Loyalty section within My Account.

What happens to my rewards when I move up or down a level?

Rewards do not transfer when you move through Loyalty Levels and these cannot be retrospectively added to your Loyalty account. When you enter a new Loyalty Level, your rewards and Benefits will automatically refresh and be added to your new Loyalty Level.

OFFERS FOR ALL PARTICIPANTS

Loyalty Only Masterclasses

As a member of Charlotte's Loyalty Programme, from time to time, you will have access to exclusive Loyalty member only Masterclasses which will be accessible within your Loyalty Account. Attendance is not guaranteed and you will have to book your space each time as numbers are limited. See Masterclass Terms and Conditions linked [here](#).

Birthday Gift From Charlotte

Loyalty members will have the opportunity to add in their date-of-birth to their online account. Should a customer complete this action 2 weeks prior to their birthday and be signed up to Charlotte Tilbury email newsletters, a communication will be sent to the email address connected to their Loyalty account to offer a Birthday gift. The birthday gift will be offered annually and available to be redeemed on www.charlottetilbury.com only for 2 weeks prior to the customer's birthday, and the 2 weeks following. After this time, the birthday gift will no longer be valid. There is no minimum spend on a customer's Birthday Gift. A purchase must be made to redeem.

You will need to use your Charlotte Tilbury login details to redeem your Birthday Reward. Your Birthday Reward will only be communicated to you via email.

Unless specified, your Birthday Rewards can only be accessed/redeemed on www.CharlotteTilbury.com. Your Birthday Reward has no cash value, may not be sold/transferred, and you are not able to return items for a refund.

Customers must spend the Qualifying Amount as detailed in the Reward promotion on any Charlotte Tilbury products and merchandise on the relevant Website to redeem their Birthday Reward. The Birthday Reward is as detailed in the promotional advertising. The Birthday Reward is exclusive of delivery costs. There is no cash alternative for the Birthday Reward and the Promoter reserves the right to substitute the Birthday Reward with a substitution. The Birthday Reward cannot be exchanged. For example, the Birthday Reward cannot be exchanged in the event the wrong shade is selected for the Birthday Reward.

In the event that any Product(s) purchased as part of qualifying transaction are returned and the qualifying transaction would therefore fall below the Qualifying Amount, the customer will be refunded minus the value of the Birthday Reward. The Qualifying Amount is the amount after any discounts have been applied. Your Birthday Reward will apply to all products sold on www.charlottetilbury.com except:

- New or Limited Edition Products, e-Gift Cards, Kits, Virtual Consultations, already discounted products and delivery and other products as advised from time to time.

Birthday Rewards cannot be used in conjunction with other discounts or offers. Birthday Rewards are only available to Loyalty customers in Levels 1 and above. Your Birthday Reward may only be used once.

Member Only Shop

All Members of Charlotte's Loyalty Programme will have access to shop in Charlotte's Members Only Shop. To access this benefit, customers must be logged in to their Loyalty Account.

Charlotte's Beauty Secrets Quiz

All Members of Charlotte's Loyalty Programme will have access to play Charlotte's Beauty Secrets Quiz. Customers will be asked to complete a number of questions about Charlotte Tilbury to be eligible to access an additional Quiz Reward. Charlotte's Beauty Secrets Quiz can only be played once and a purchase with a set threshold will be necessary to redeem the Quiz Reward.

You will need to use your Charlotte Tilbury login details to redeem your Quiz Reward. Your Quiz Reward will only be communicated to you via email. Unless specified, your Quiz Rewards can only be accessed/redeemed on www.CharlotteTilbury.com. Your Quiz Reward has no cash value, may not be sold/transferred, and you are not able to return items for a refund.

Customers must spend the Qualifying Amount as detailed in the Quiz Reward promotion on any Charlotte Tilbury products and merchandise on the relevant Website to redeem their Quiz Reward. The Quiz Reward is as detailed in the promotional advertising. The Quiz Reward is exclusive of delivery costs. There is no cash alternative for the Reward and the Promoter reserves the right to substitute the Reward with a substitution. The Reward cannot be exchanged. For example, the Reward cannot be exchanged in the event the wrong shade is selected for the free Reward. Quiz Rewards cannot be used in conjunction with other discounts or offers. Your Quiz Reward may only be used once.

Loyalty Masterclasses

As a Member of Charlotte's Loyalty Programme, members in all Loyalty Levels will be able to sign-up to attend Loyalty Exclusive Masterclasses. To attend a Loyalty Masterclass, customers will need to book a ticket to the Loyalty Masterclass for free via the Loyalty Account area. Ticket bookings will be limited to one ticket per customer and per booking. Tickets to each Loyalty Masterclass event are limited and spaces are available on a first-come-first-served basis. Being a member of Charlotte's Loyalty Programme does not guarantee a space in the chosen Masterclass.

From time to time, there may be Loyalty Masterclasses available to certain Levels only and customers in the chosen Levels will be notified of the upcoming event.

[Full Masterclass T&C's.](#)

Price Guarantee

If you are a Charlotte Tilbury Loyalty customer and find a Charlotte Tilbury item for a lower price on one of our verified partner's websites, we will meet that price at the time of purchase on www.charlottetilbury.com within 14 days of the lower price being live. To allow Charlotte Tilbury Loyalty members to access the lower price, matched on www.charlottetilbury.com, their account will be manually credited with the difference in price of the products.

Our ability to offer a price match is based on, and not limited to the following exclusions:

- The item must be identical in shade and size and must not be part of a set, bundle or any other type of value saving offer, inclusive of 3 for 2 savings and buy one get one free offers.
- The Charlotte Tilbury item must be in stock at the verified partner site, and available on www.charlottetilbury.com at time of claim
- Retailer must be offering the lower price for 24 hours or longer and evidence of offer live must be provided to Charlotte Tilbury customer service team within 14 days of the price being found before being verified and a credit being applied to the Charlotte Tilbury Loyalty customer's account.
- Customers will be limited to one price-match per quarter and discounts offered will not be over -40% of the original price offered on www.charlottetilbury.com
- We are unable to match order-level discounts, gift card promotions or shipping offers
- We do not offer price matches on items from third-party sellers, non-official retailers.
- Price adjustments do not apply to items included in Limited-Time Sale, Extra Savings, Anniversary Sale, Daily Deals or Beauty Daily Deals promotions on retailer's websites.
- We do not process automated price matching or price adjustment requests generated by third-party services inclusive of but not limited to affiliate partner offers.
- We will only make one price adjustment per item
- Price matching will not be offered on items found at a lower price in physical retailer's stores.
- Lower price will only be matched when the item in question is in the same territory as the shipping location and will not be honoured based on currency conversions.
- Price matching will not be offered throughout the Black Friday trading period, defined as offers found between 1st November and 7th December.
- Charlotte Tilbury has the right to reject any price matching claim. Separately, should an item on www.charlottetilbury.com be purchased by a Charlotte Tilbury loyalty member, and subsequently is reduced in price within 14 days of purchase on www.charlottetilbury.com, the customer will be entitled to claim a credit to their account for the difference in value.

Our ability to offer a price match on www.charlottetilbury.com is based on, and not limited to the following exclusions:

- The item must be identical in shade and size and must not be part of a set, bundle or any other type of value saving offer, inclusive of 3 for 2 savings and buy one get one free offers.
- Evidence of a Charlotte Tilbury product being reduced on www.charlottetilbury.com must be provided to Charlotte Tilbury customer service team within 14 days of purchase of the product before being verified and a credit being applied to the Charlotte Tilbury Loyalty customer's account.
- Customers will be limited to one price-match per quarter and discounts offered will not be over -40% of the original price offered on www.charlottetilbury.com
- We are unable to match order-level discounts, gift card promotions or shipping offers
- Price adjustments do not apply to items included in Limited-Time Sale, Extra Savings, Anniversary Sale, Daily Deals or Beauty Daily Deals promotions on www.charlottetilbury.com.
- We do not process automated price matching or price adjustment requests generated by third-party services inclusive of but not limited to affiliate partner offers.
- We will only make one price adjustment per item
- Price matching will not be offered on items found at a lower price in Charlotte Tilbury boutiques or purchases made in authorised retailer partners stores or online.
- We

do not offer price matches on items from third-party sellers, non-official retailers. • Lower price will only be matched when the item in question is in the same territory as the shipping location and will not be honoured based on currency conversions. • Price matching will not be offered throughout the Black Friday trading period, defined as offers found between 1st November and 7th December. • Charlotte Tilbury has the right to reject any price matching claim.

OFFERS BESPOKE TO MEMBER LEVEL

Member Level Rewards and Benefits

Charlotte's Loyalty Programme customers who are within the Member Level are eligible to access Charlotte's Member's Only Shop and have access to a 15% off code to spend against purchases whilst within the Member Level. When a customer leaves the Member Level, by either moving up or down a level, the customer will no longer be able to redeem their Member Level Rewards and Benefits

Charlotte's Loyalty Programme members in Member Level will receive a 15% discount code from Charlotte Tilbury to spend on eligible Charlotte Tilbury products by way of a one-time use per customer discount code which may be redeemed on www.charlottetilbury.com. The code can only be used by customers in Member Level and will not be valid when a customer moves Level. Customers joining Charlotte's Loyalty Programme at a Level above Member Level will not be eligible to access Rewards and benefits from earlier Levels.

The 15% Off Code:

(i) will apply to all products sold on www.charlottetilbury.com except:

New or Limited Edition Products, e-Gift Cards, Kits, Virtual Consultations, already discounted products and delivery and other products as advised from time to time;

(ii) may only be used once;

(iii) cannot be used in conjunction with other discounts or offers;

(vii) can only be used by a Member Level customer purchasing on www.charlottetilbury.com

(viii) should not be shared with anyone else for you

OFFERS BESPOKE TO LEVELS 1 AND ABOVE

Free Standard Shipping

Members of Charlotte's Loyalty Programme in Levels 1 and above will be entitled to free standard shipping on orders made on www.CharlotteTilbury.com during the Membership Period, subject to these Terms. Such orders must be placed by the customer only, and the delivery address must be the same as the customer's billing address. Please note shipping to a third party and/or overseas shipping is not allowed. To redeem free standard shipping, customers must be logged into their Charlotte Tilbury account at the point of purchase. Free standard shipping will apply at the checkout automatically. In the event that a customer forgets to log in, shipping costs will not be reimbursed retrospectively. Customers redeeming the free standard shipping promotion will not be eligible for gift-wrapping.

Free Standard Shipping is not available on orders placed by Charlotte's Loyalty Programme customers in, or being shipped to Australia.

Should Charlotte Tilbury terminate the programme, Charlotte's Loyalty Programme customers will no longer be eligible for Free Standard Shipping and this benefit will terminate with immediate effect.

Free Engraving

Free Engraving is available to all members of Charlotte's Loyalty Programme in Levels 1 and above and on eligible products. To access this Benefit, customers must create and add a personalised engravable product to their basket via the below link and the value of the engraving service only will automatically be deducted at checkout.

<https://www.charlottetilbury.com/products/gifts/personalised>

Charlotte Tilbury reserves the right to withdraw this benefit at any time and may not be available to customers in all markets.

Free Gift Boxes

Free Gift Boxes are available to all members of Charlotte's Loyalty Programme in Levels 1 and above and to be redeemed on eligible products. To access this Benefit, customers must add the Loyalty specific Gift Box to their basket and the value of the gift box only will automatically be deducted at checkout.

Charlotte Tilbury reserves the right to withdraw this benefit at any time and may not be available to customers in all markets.

Early Access to NEW! Product Launches

Members of Charlotte's Loyalty Programme in Levels 1 and above will receive early access to some of Charlotte's newest product launches. To access new product

launches first, customers must either visit their Rewards section within their Loyalty Account or click through via email newsletter. Early access to new product launches does not guarantee availability and is only available whilst stocks last.

OFFERS BESPOKE TO LEVELS 2 AND ABOVE

Complimentary Virtual Services

As a Level 2 and above member of Charlotte's Loyalty Programme, customers will be entitled to book and attend 30 minute or 45 minute Virtual Consultations (subject to availability) free of charge, during the Membership Period. These will be classed as "Free of Charge Appointments" as per the Virtual Consultation Terms and Conditions, and customers and additional promotional codes cannot be applied.

The Virtual Consultation must be booked and attended by the Charlotte's Loyalty Programme Member only, and cannot be booked or attended by anyone other than the account holder.

Virtual Consultations must be booked via the customer's account [here](#) and the customer must be logged in to redeem. By booking and/or attending a Virtual Service, the customer is agreeing to the Virtual Consultations Terms and Conditions which can be found at <https://www.charlottetilbury.com/uk/help/terms-and-conditions>

Dedicated Virtual Services PRO Artist

As a Level 2 or above member of Charlotte's Loyalty Programme, customers will be communicated with via email to let them know who their Dedicated PRO Artist is, who will host 1 on 1 virtual consultations with. The customers Dedicated PRO Artist will be assigned to them and available each time they book a virtual consultation via the Charlotte's Loyalty Programme Virtual Services Microsite <https://www.charlottetilbury.com/uk/virtual-consultations-with-team-tilbury>

This benefit is only available to customers in English speaking countries and PROs may be reassigned as and when there are changes within the artistry team. Full Virtual Services T&C's <https://www.charlottetilbury.com/uk/help/terms-and-conditions>

OFFERS BESPOKE TO LEVELS 3 AND ABOVE

Free Express Shipping

As a Level 3, Level 4, or Vault customer, customers will be entitled to free express shipping on orders made on www.CharlotteTilbury.com during the Membership

Period, subject to these Terms. Such orders must be placed by the customer only, and the delivery address must be the same as the customer's billing address. Please note shipping to a third party and/or overseas shipping is not allowed. To redeem free express standard shipping, customers must be logged into their Charlotte Tilbury account at the point of purchase. Free express shipping will apply at the checkout automatically. In the event that a customer forgets to log in, shipping costs will not be reimbursed retrospectively. Customers redeeming the free express shipping promotion will not be eligible for gift-wrapping.

Free Express Shipping is not available on orders placed by Charlotte's Loyalty Programme customers in, or being shipped to Australia.

Should Charlotte Tilbury terminate the programme, Charlotte's Loyalty Programme customers will no longer be eligible for Free Express Shipping and this benefit will terminate with immediate effect.

VAULT LEVEL OFFERS

Vault Level

Charlotte's Loyalty Members who are in the top Level of Charlotte's Loyalty Programme have access to the Vault. This Level receives all the Rewards and Benefits as seen in Level 4, plus additional bespoke offers and rewards sent directly via email and other communication channels.

For Vault customers to receive these additional benefits beyond the Level 4 Rewards and Benefits, customers must be signed up to newsletter to be contacted via email or other channels.

Charlotte Tilbury reserves the right to not communicate to customers in the Vault at our discretion and instead continue to receive the benefits of Level 4 only.

1. Only Charlotte Tilbury customers aged 18 and over who receive an email invitation directly from Charlotte Tilbury are eligible to receive Charlotte's Loyalty Programme Vault Rewards and Benefits. The Programme is intended for personal use only and commercial use by commercial customers and others purchasing items for resale are not eligible to participate in the Programme. At Charlotte Tilbury's discretion, current Charlotte Tilbury employees and contractors and immediate family members of such employees and contractors, may not be eligible to participate in the Programme.

2. Participation in the Vault is solely at Charlotte Tilbury's discretion.
3. In the event that Charlotte Tilbury invites you to participate in the Vault you may be contacted via email and given specific instructions on what else you need to do in order to access these additional Rewards and Benefits.
4. Vault Rewards and Benefits may be revoked at any time and Charlotte Tilbury reserves this right.

DATA PROTECTION

Data Protection

Your customer data is used to ensure www.charlottetilbury.com is sending appropriate marketing and personalising the user experience online. Charlotte Tilbury also uses the data for analytics purposes to better inform the user journeys and improve the functionality of the programme. The use of customer data remains the same as in the previous Loyalty Programme, Charlotte's Beauty Universe. For additional information on how we collect and process your personal data, please see our Privacy Policies and Cookies Policies linked below:

[Privacy Policy - UK | Charlotte Tilbury](#)

[Privacy Policy - US | Charlotte Tilbury](#)

[Privacy Policy - Canada | Charlotte Tilbury](#)

[Datenschutzerklärung - Deutschland | Charlotte Tilbury](#)

[Política De Privacidad - España | Charlotte Tilbury](#)

[Politique De Confidentialité - France | Charlotte Tilbury](#)

[Privacy Policy - Europe | Charlotte Tilbury](#)

[Informativa Sulla Privacy - Italia | Charlotte Tilbury](#)

[Privacy Policy - Netherlands | Charlotte Tilbury](#)

[Privacy Policy - Australia | Charlotte Tilbury](#)

[Cookies Policy - UK | Charlotte Tilbury](#)

[Cookies Policy - US | Charlotte Tilbury](#)

[Cookies Policy - Canada | Charlotte Tilbury](#)

[Cookie-richtlinien - Deutschland | Charlotte Tilbury](#)

[Política De Cookies - España | Charlotte Tilbury](#)

[Politique En Matière De Cookies - France | Charlotte Tilbury](#)

[Cookies Policy - Europe | Charlotte Tilbury](#)

[Politica Sui Cookie - Italia | Charlotte Tilbury](#)

[Cookies Policy - Netherlands | Charlotte Tilbury](#)

[Cookies Policy - Australia | Charlotte Tilbury](#)

1. We are the data controller of any personal information that we collect from you in order to administer Charlotte's Loyalty Programme. We take the protection of your personal information seriously. You can find out more about how we process your information by viewing our Privacy Policy. You can manage your preferences, or unsubscribe, at any time by logging on to your www.CharlotteTilbury.com account.
2. Please note that, in accordance with the Privacy Policy, you can opt out of receiving emails from Charlotte's Loyalty Programme at any time. There is an unsubscribe link on every email that you receive about Charlotte's Loyalty Programme, or you can email us at customercare@charlottetilbury.com requesting that we remove you from Charlotte's Loyalty Programme, and we will do so.
3. Each person can only have one account in Charlotte's Loyalty Programme in each region online. We reserve the right to carry out any checks to verify the validity of your participation in Charlotte's Loyalty Programme. If we find that the same person is enrolled in Charlotte's Loyalty Programme more than once in the same region (including under different names or addresses), your data and benefits will only be counted once, and unnecessary accounts will be deactivated.
4. Charlotte's Loyalty Programme is offered at our sole discretion. We reserve the right to cancel or amend Charlotte's Loyalty Programme at any time. Where possible, we will provide you with notice of any significant changes to these Terms but would encourage you to come back and review them from time to time. If you continue to interact with Charlotte's Loyalty Programme, you will be deemed to have accepted any changes.
5. Charlotte's Loyalty Programme is for personal use by the account holder only.
6. Charlotte's Loyalty Programme is not intended for customers that are re-sellers.
7. Any products and/or samples that you receive as rewards may not be sold on.

8. We reserve the right to suspend or to terminate your membership of Charlotte's Loyalty Programme if, in our sole discretion, we consider that you have breached these Terms, supplied false or misleading information or acted improperly or in an abusive, defamatory, criminal, or offensive way to any other member or to our staff.

These Terms shall be governed by English law, and the parties submit to the non-exclusive jurisdiction of the courts of England and Wales.