

## **MENTION ME TERMS AND CONDITIONS (“Refer a Friend Scheme”) – valid from 1 February 2019**

1. The following terms and conditions applies to customers of Mamas & Papas (Retail) Limited (Registered number 01529849), whose registered office is at Colne Bridge Road, Huddersfield, HD5 0RH (**“Mamas & Papas”**) who, following a completed online purchase, receive a message on the Mamas & Papas post-purchase page to refer a friend to purchase from the Mamas & Papas website (**“User”**).
2. Mamas & Papas will use the services of Mention Me Ltd, a company registered in England and Wales (Registered number 08382730), whose registered office is at 20-22 Wenlock Road, London, N1 7GU to deliver the Refer a Friend Scheme to Users.
3. The User will be able to refer a friend from the Mamas & Papas post- purchase page or, in any subsequent browsing session within six (6) months from the date of purchase, by clicking on the pop up on the Mamas & Papas website (**“Referrer”**). The Referrer must then follow the on-screen instructions to refer friends, family members or colleagues (**“Referred Friend”**) to Mamas & Papas.
4. These terms and conditions apply to both the Referrer and the Referred Friend.

## **REFERRER REWARD**

5. The Referrer must be a resident of the UK aged eighteen (18) years or over.
6. The Referrer is offered a £10 Referral Card, which is redeemable against a minimum order spend of £50 (**“Referral Card”**), for every friend they refer who makes a Successful Referral Purchase. The Referrer will be notified by email once a Referred Friend has made a purchase. The Referral Card will be issued by email to the Referrer on the day of the Referred Friend's purchase provided the Referred Friend's purchase is not cancelled (**“Successful Referral Purchase”**).
7. The Referrer will be provided with a unique and personal sharing dashboard page to view any referrals they have made.
8. If multiple Successful Referral Purchases are made, multiple Mamas & Papas Referral Cards will be issued to the Referrer, subject to a limit of: (i) five (5) within any 24 hour period, or (ii) twenty five (25) within the last twelve (12) months, or (iii) to a total value of £1,500 within the last twelve (12) months. For the avoidance of doubt, each Referral Card is still subject to the £50 minimum spend limit and cannot be combined with any other Referral Cards or promotional codes/offers.
9. If the Referral Card is not used within a period of three (3) months from the date of issue it will automatically expire. This period cannot be extended in any circumstances. The Referral Card can only be used once and must be redeemed in full at the time of such transaction.

The Referral Card is valid online only at [www.mamasandpapas.com](http://www.mamasandpapas.com), and will not be accepted in store.

10. If a refund is due for any product purchased with the Referral Card, the part payment made with the Referral Card will be refunded to a Referral Card, the remaining part payment will be refunded in line with our standard refund, exchange and returns policy, please see <https://www.mamasandpapas.com/en-gb/terms-and-conditions> for more details.
11. If the Referrer wishes to exchange any product purchased with the Referral Card, they can exchange up to the whole amount of the transaction, including the Referral Card and the amount the Referrer spent in line with our standard refund, exchange and returns policy, please see <https://www.mamasandpapas.com/en-gb/terms-and-conditions> for more details.
12. Bulk email distribution, distribution to strangers, or any other promotion of a personal link in a manner that would constitute or appear to constitute unsolicited commercial email or "spam" in Mamas & Papas' sole discretion is expressly prohibited and may be grounds for immediate termination of the Referrer's account and deactivation of the personal link.

#### **REFERRED FRIEND REWARD**

13. The Referred Friend must be a resident of the UK and aged eighteen (18) years or older. Referred Friends must be new customers of Mamas & Papas. For the avoidance of doubt this means the Referred Friend must not have made a previous purchase from Mamas & Papas and/or must not have an existing Mamas & Papas account.
14. The Referred Friend is offered a £10 Referral Card to spend on their first online order at [www.mamasandpapas.com](http://www.mamasandpapas.com), this Referral Card is subject to a £50 minimum transaction spend. The Referral Card can only be used once and must be redeemed in full at the time of such transaction. The Referral Card is valid online only, and will not be accepted in store. The Referral Card is valid for seven (7) days from the date of issue, such date being the date of email containing the Referral Card. This period cannot be extended in any circumstances.
15. If a refund is requested on the Referred Friend's Successful Referral Purchase only the monetary value paid by the customer will be refunded, and not the Referral Card value in line with our standard refund, exchange and returns policy, please see <https://www.mamasandpapas.com/en-gb/terms-and-conditions> for more details. For the avoidance of doubt, the value of the Referral Card is non-refundable.
16. If the Referred Friend wishes to exchange their Successful Referral Purchase, they can exchange up to the whole amount of the transaction, including the Referral Card and the amount the Referred Friend spent in line with our standard refund, exchange and returns policy, please see <https://www.mamasandpapas.com/en-gb/terms-and-conditions> for more details.

## REFERRAL CARD TERMS AND CONDITIONS

17. Any Mamas & Papas Referral Card received by the Referrer or the Referred Friend through the Refer a Friend Scheme, are subject to the following terms:
  - The Referral Cards can be redeemed **online only** at [www.mamasandpapas.com](http://www.mamasandpapas.com);
  - To redeem the Referral Card please enter the 16 digit card number and the 4 digit security code into the Gift Card/Referral Card section on the payment method page on the Mamas & Papas website;
  - Each Referral Card is subject to a minimum spend of £50 and is for **single use only** ;
  - Your Referral Card cannot be applied to any prior online or in store purchases;
  - Referral Cards can only be redeemed in the currency of issue;
  - Referral Cards are not permitted to be used for the purpose of purchasing other Mamas & Papas Gift Cards;
  - The value of any Referral Cards cannot be exchanged for cash.
18. The Referred Friend Referral Card cannot be claimed by the Referrer.
19. The personal information provided by the Referrer and the Referred Friend will be used to administer the Refer a Friend Scheme. Information provided by the Referrer and the Referred Friend shall be treated in accordance with our Privacy Policy, details of which can be found at <https://www.mamasandpapas.com/en-gb/our-privacy-policy>.
20. Mamas & Papas is not responsible for any damage or loss suffered by any User where such damage or loss was not at the time of entry into the Refer a Friend Scheme a reasonably foreseeable consequence of a breach of these terms and conditions or if the Refer a Friend Scheme does not run as planned.
21. Mamas & Papas will not be held responsible for the failure to fulfil the obligations of third parties involved in the Refer a Friend Scheme, although Mamas & Papas will always endeavour to minimise the effect to the User of any such failure.
22. Mamas & Papas reserve the right to withdraw this promotion without any prior notice. Mamas & Papas reserves the right to refuse the issue of any reward to any Referred Friend or Referrer at any time. Mamas & Papas reserves the right to vary any and all elements of this offer at any time without notice, including but not limited to the incentive for the Referrer and the Referred Friend.
23. These terms and conditions (and any dispute arising out of or in relation to them) will be governed by English law and the exclusive jurisdiction of the English Courts shall prevail.