

Terms and conditions

July-October 2021

M&S voucher offer

Customers who obtain a quote for and purchase a new M&S Premier or Standard Pet Insurance policy between **16 July 2021 and 27 October 2021 (inclusive)** will qualify for M&S Vouchers (the "Vouchers") to spend in store ("the Offer"). Customers purchasing a Premier policy will receive £40 M&S Vouchers, customers purchasing a Standard policy will receive £20 M&S Vouchers. The Offer is open to new M&S Pet Insurance customers who quote for and purchase a Premier or Standard Pet Insurance policy directly through the M&S Bank website or over the phone with the M&S Pet Insurance Contact Centre ("Eligible Customers"). Customers who purchase a policy through a comparison, affiliate or cashback website are not eligible for the Offer.

Customers who purchase an essential cover policy are not eligible for the Offer. Existing M&S Pet Insurance customers who are amending or renewing their existing policy are not eligible for the Offer. Eligible customers are able to claim one Offer per pet insured. Eligible Customers will receive the Vouchers to spend at select M&S UK retail stores. The Vouchers are valid for single use only and can be used in full or part payment. No change will be given if the full value of a Voucher is not spent. The Vouchers will be sent to Eligible Customers within 60 days of the start date of the qualifying purchase. Customers will receive the Vouchers via post as long as their policy is still active and has not been set to cancel by you, the insurer (RSA), or M&S Bank on behalf of RSA. The Vouchers are not transferable, for auction, sale or re-sale or redeemable for cash and there is no cash alternative. **The Vouchers are valid until 30 April 2022** and must be used before this expiry date ("Voucher Expiry Date"). Replacements will not be issued for lost or damaged Vouchers or Vouchers which have not been used by the Voucher Expiry Date. The Vouchers are subject to further terms and conditions, detailed below. We reserve the right to withdraw or replace this Offer with suitable alternatives at any time and without notice. The Promoter of this Offer is Marks & Spencer Financial Services plc, Kings Meadow, Chester CH99 9FB. This Offer is being administered and managed on behalf of M&S Bank (which is a trading name of Marks and Spencer Financial Service plc) for M&S Pet Insurance by The Marketing Lounge Partnership, The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire, WA4 4PG.

Voucher Inclusions and Exclusions

SINGLE USE ONLY EXCLUDES: Stationery, schoolwear, furniture, cards and wrap, beers, wines, spirits, Made to Order Suits, tailoring alterations, 'Your School Uniform' Service, repair services, furniture delivery charges, furniture disposal service, name tapes, Gift Cards/ Vouchers, charity items, sale and clearance items, M&S Dine In, Food to Order, Lunch to You, M&S Cafés, deli bars, deli counters, Market Place, Wasabi and restaurants.

Valid in selected M&S UK stores on presentation of this original voucher at the till excluding Channel Islands, M&S Outlets, BP Connect and M&S stores located in airports, railway stations, motorway services, hospitals (as well as M&S Café, M&S Food to Go takeaway counters, Delis, Kitchens and Restaurants). The voucher can be used in full or part payment. No change will be given for qualifying purchases of less than the voucher amount. Voucher can be used with staff discount. Voucher applied after all other discounts (excluding staff discount, which will be applied last). Can only be used once in a single transaction. When used in-store, must be handed in on redemption. Voucher is strictly non-transferable and cannot be sold or exchanged for money or money's worth. Refunds will be given in accordance with your statutory rights only. A credit note for the value of this voucher will be issued if items are subsequently refunded. Offer cannot be used against purchases made prior to the receipt of this voucher. M&S reserves the right to reject this offer with reasonable cause. © Marks and Spencer plc. Waterside House, 35 North Wharf Road, London W2 1NW