

# Terms and conditions

## January-April 2021

### M&S voucher offer

Customers who obtain a quote for a new M&S Pet Insurance Premier or Standard policy between **5 January 2021 and 29 April 2021 (inclusive)** and purchase within the quote validity period will qualify for M&S vouchers to spend in store ("the offer").

Customers purchasing a premier policy will receive £50 M&S vouchers, customers purchasing a standard policy will receive £30 M&S vouchers. The offer is not available on essential policies. 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 £50 or £30 of M&S vouchers ("the vouchers"). Customers are entitled to spend at selected 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 items you can purchase with M&S vouchers are subject to further separate terms, conditions and exclusions which can be found 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 Services plc) for M&S Pet Insurance by The Marketing Lounge Partnership, The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire, WA4 4PG.

#### **Voucher inclusions:**

Clothing, Beauty, Homeware, M&S Food and Flowers

#### **Voucher exclusions:**

Stationery, schoolwear, furniture, cards and wrap, beers, wines, spirits, Made to Measure Shirts, Made to Order Suits, tailoring alterations, 'Your School' Uniform Service, repair services, 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 Cafes, deli bars, deli counters, Market Place, External Brands, Wasabi and restaurants.

Valid in selected M&S UK stores, 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, Deli, Kitchens and Restaurants) In Scotland and Wales, due to the minimum unit pricing legislation, beers, wines and spirits will not count towards your spending threshold for this offer and will not be discounted. 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. Must be handed in on redemption. Voucher is strictly non-transferrable and cannot be 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 the voucher. M&S reserves the right to reject this offer with reasonable cause. © Marks and Spencer plc. Registered office: Waterside House, 35 North Wharf Road, London W2 1NW. Registered number 214436 (England and Wales).