

GREEN DELI CARD

Terms and Conditions

CARD ISSUE

1. DELI CAFÉ LTD is the organization offering the Green Deli Card loyalty scheme.
2. Under the scheme Green Deli Cards are issued for the purpose of providing discounts to loyal customers and for the payment of goods and services only in GREEN DELI CAFÉ shops, named below for brevity “cards”.
3. Cards are issued at the discretion of DELI CAFÉ LTD to loyal customers, named below for brevity “cardholders”.
4. The loyalty scheme is open to all Bulgarian residents aged 18 or over. DELI CAFÉ LTD reserves the right to decline to issue a Green Deli Card for any good reason.
5. Green Deli Card remains the property of DELI CAFÉ LTD.
6. The card’s number and expiry date is engraved on the front side of each card.
7. Cards are issued free to approved applicants and no any other fees are applied to the Cardholder.

CARD ACTIVATION

1. The Card provided to the Cardholder is not activated.
2. Card activation is made by the Cardholder at a designated page of DELI CAFÉ LTD.’s website: <https://loyaltycard.greendelicafe.com/en>
3. For the purpose of registering and activating the Card, the Cardholder must enter the following information: card number; given and family name; mobile phone number; date of birth; email address;

4. The account activation will require Cardholder's own password. CAPTCHA code will appear on screen during Card's activation.
5. After correctly entering the required information described in point 9, the Cardholder will receive a confirmation email with a link, which needs to be clicked on in order to activate the card.

We will not share your information with anyone else.

CARD OPERATIONS

With each activated Card the following operations may be made:

1. Receiving discounts from the retail price of goods and services in GREEN DELI CAFÉ shops, regardless of whether you pay in cash or by debit/credit card.
2. Depositing cash onto your Card with the purpose of paying for goods and services only at GREEN DELI CAFÉ shops.
3. Payment of services and goods with a discount from the original price only at GREEN DELI CAFÉ shops.
4. Card transactions are made on specially installed devices, called payment terminals, at tills in GREEN DELI CAFÉ shops.
5. The payment terminal checks the status and expiry date of each card in real time prior to processing the transaction.

DISCOUNTS LEVELS

1. The Cardholder receives **5% discount** off the price of purchased goods at GREEN DELI CAFÉ shops for each successfully completed card operation.
2. The Cardholder receives **10% discount** off the price of purchased good at GREEN DELI CAFÉ shops for each successfully completed card operation if at the moment of operation the following criteria are met:

1. The total value of purchased goods in the previous month that has been recorded by the particular Card is **BGN 200 or more**. The sum is calculated based on the prices of the goods and services before the discount is made.

OR

2. If a sum of **BGN 50 or more** in single installment is deposited into the account to which the Card is connected to. In this case the Cardholder is entitled to 10% discount until the rest of the current month.

Please note that discounts are not applicable to items already discounted

ADDING CASH TO YOUR CARD

1. It's simple to add cash to your Card with a single swipe at any Greed Deli Café cash register. Load any amount from BGN 10 to BGN 200
2. The amount of one cash deposit on the Card has to be in the range of **BGN 10 - BGN 200**, in increments of 10 BGN.
3. The deposited sum can only be smaller than BGN 10 in cases when the Cardholder wants to make the payment with their Card but the balance on it is insufficient and therefore a top up needed in order to complete the transaction.
4. The current balance on each card in any given moment cannot exceed **BGN 200**.

THE CARDHOLDER'S ONLINE ACCOUNT

1. The first Card activation generates an online account for the Cardholder which can be accessed via Green Deli Café website or at <https://loyaltycard.greendelicafe.com/en>
2. Cardholders are provided with encrypted (HTTPS) connectivity at this section of Green Deli Café website and therefore all data is securely protected.

3. The online account provides information on transaction, current levels of discount, account balance and also offers the options of cancelling the Card and activating a new Card.

CARD RENEWAL, BLOCKING AND REPLACEMENT

1. The validity of each card is two years and the expiry date is embossed on the front of each Card.
2. At the discretion of DELI CAFÉ LTD Cards can be renewed for a new two years.
3. When the Cardholder activates a new card for the reason of the old Card expiry or theft or loss, the online account remains unchanged meaning that all data and privileges are retained, including the balance if applicable.
4. If your Card's been lost or stolen, please immediately block the Card online through your personal online account.
5. The cardholder may ask from DELI CAFÉ LTD. to unblock their card, in the case that the reasons for blocking are dropped.
6. Cards could be replaces with a new ones, for the following reasons: Lost or stolen Card, technical issues, expiring of the card