

Terms and Conditions

1. Promotion Overview

This promotion ("Promotion") is open to new customers of Arco Limited ("Arco Limited", "we", "us", "our") who spend £150 or more (exclusive of VAT and after discounts) on any items via the Arco Limited website (the "Website") in a single transaction. Qualifying customers are eligible to claim a £15.00 Greggs digital gift voucher ("Voucher"), subject to these Terms and Conditions.

2. Eligibility

- This Promotion is open to individuals aged 18 or over who are new customers of Arco Limited.
- To qualify, a customer must place an order of at least £150 on the Website in a single transaction.
- Only purchases made directly through the Website are eligible. Purchases made via phone, in-store, or through third-party platforms are excluded.
- The Promotion is limited to one claim per customer and per household.
- Employees of Arco Limited or any of its subsidiary companies, their families, agents or anyone else connected with this promotion, are not eligible to claim a voucher.

3. How to Claim

- After completing a qualifying purchase, customers must submit a voucher claim by entering their email address and order number into the designated web capture form on the Arco Limited Website www.arco.co.uk/voucher-claim
- Customers must opt in to receive communications from Arco Limited to enable us to send the Voucher by email.
- Claims must be submitted within 30 days of the qualifying purchase date.

4. Voucher Fulfilment

- Qualifying customers will receive their £15.00 Greggs digital gift voucher via email within 28 days of a valid claim submission.
- Arco Limited accepts no responsibility for incorrect or incomplete details provided by customers.
- The voucher will be sent out to the customer by a partner of Arco Limited called IFG. Claims data will be transmitted to IFG for the sole purpose of fulfilling the voucher delivery.
- IFG are acting as Arco's partner in this promotion and are responsible for handling the voucher claims, the communications, and the delivery of any vouchers to qualifying participants in UK and IE.

5. Marketing Communications and Opt-Out

- By opting in, customers agree to receive marketing communications from Arco Limited and communication via email from Greggs/IFG for the purpose of delivering the Voucher.
- Customers may opt out of future marketing communications at any time by:
 - Logging into their Arco Limited account and adjusting marketing preferences;
 - Following the opt-out link in any marketing email; or
 - Contacting Arco Limited directly.



- Opting out of marketing communications after submitting a claim will not affect the delivery of the Voucher.

6. Returns, Refunds, and Disqualification

- If a qualifying order is cancelled or returned in full, or if a refund reduces the order value below £150, eligibility for the Voucher may be withdrawn.
- Arco Limited reserves the right to disqualify any claim that is fraudulent, incomplete, or in breach of these Terms and Conditions.

7. General

- The Voucher is non-transferable, non-exchangeable, and cannot be redeemed for cash or any other alternative.
- Once the voucher is awarded, the recipient must adhere to the terms & conditions of the specific distributor.
- This Promotion cannot be used in conjunction with any other Arco Limited offer, promotion, or coupon unless expressly stated.
- Arco Limited reserves the right to amend, suspend, or withdraw this Promotion at any time without notice.
- In the event of any dispute regarding the Terms and Conditions, the conduct, results and any other matters relating to this promotion, the decision of the Promoter shall be final and no correspondence or discussion shall be entered into.

8. Privacy

- Personal data provided for the purposes of this Promotion will be processed in accordance with Arco Limited's Privacy Policy, available at <https://www.arco.co.uk/legal/privacy-policy>

9. Governing Law

- These Terms and Conditions are governed by English law. The courts of England and Wales have exclusive jurisdiction.

10. Promoter

- The promoter is Arco Limited, Registered in England, No 133804, PO Box 21, 1 Blackfriargate, Hull, HU1 1BH, VAT No: 166911546.

