

Vouchers and Reward Points

Terms & Conditions



Conditions of use of the Finest Things Italian website, reward points scheme and voucher redemption

1. Terms and Conditions

1.1 These are the terms and conditions on which we supply gift vouchers, e-vouchers (or any form of voucher for redemption) (referred to hereafter as “Vouchers”). Please read these terms carefully before you request Vouchers from us. These terms advise:

- Who we are and what we do
- How we contact you
- Offers, Vouchers and their fulfilment
- What to do if there is a problem

2. Who we are?

2.1 We are Finest Things Italian, we have companies throughout the UK who are responsible for regional marketing. Each company is licensed to use the brand. These companies are listed below:

- FTI (West Yorkshire) Limited with company number 12863469 and registered office at Ground Floor, St Paul’s House, 23 Park Square, Leeds, West Yorkshire, England, LS1 2ND

2.2 You may contact us through the contact page of our web site finestthingsitalian.com or by telephoning or emailing the appropriate regional contact - details of which are on our site.

3. How we contact you.

3.1 We are a members organisation and we will not contact you unless you have registered as a member. You may have done this through our business partners or clients introduction or by direct application to us.

3.2 We routinely communicate with you through newsletters or email promotion and if required by post or text message or through the use of social media.

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- 3.2 When you purchase something from us we will confirm the transaction by automatic email receipt which will set out the nature of the offer made and applied for by you and our acceptance of this offer to buy and the conditions attaching to it. This email will also confirm any payment received from you. This is the point at which a contract comes into being between for the supply as outlined.
4. Offers and Vouchers (“Vouchers”)
- 4.1 Offers are made to promote our client companies and we seek to create offers which deliver great value to our consumers and have the dual effect of increasing awareness of our clients and their business or products.
- 4.2 Offers are fulfilled where practical by voucher exchange and delivered by email to you. The form or voucher or of offer delivery may change as dictated by the particular product or promotion. The available offers on our website may be described as as ‘subject to availability’ or ‘updated from time to time’. We may change the offer or terms specific to any promotion at any time, without prior notification.
- 4.3 The Vouchers issued in relation to any offer will have specific terms and conditions appropriate to the offer and you should review these prior to purchase.
- 4.4 You should review the terms and conditions of the third party delivering the product or service. Each provider company will have its own policies in respect of product or service delivery. We have no control over this and no liability in this regard.
- 4.5 In the event of insolvency of a provider we have no liability. If a retailer becomes insolvent, has an administrator or liquidator appointed or suffers any similar event restricting their trade, the Voucher may become invalid. In this case, we are under no obligation to replace or exchange any previously issued, unspent Vouchers that we have provided to you. Where possible however we will use ‘best endeavours’ to replace your offer with a similar opportunity having due regard to the uniqueness of product or service concerned.

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- 4.6 If Vouchers are declined by any service provider because of damage or if vouchers are lost, you may request a re-issue providing the offer remains time valid. Vouchers are reissued upon payment of a £5 admin fee.
- 4.7 Multiple Use of Vouchers is not permitted and when detected will result in the cancellation of your registration with Finest Things Italian.
- 4.8 All Vouchers will have an expiry date of up to six months from date of issue. This is not intended to inconvenience customers - it is merely to control the level of service. Where you have a voucher which has expired, you will be able to renew it with us providing the promotion is still active. The standard transactional administration fee of £5 will be applied.
5. Voucher Transmission and Offer Fulfilment
 - 5.1 The method of fulfilment of Voucher delivery will be clearly shown on the specific Terms and Conditions regarding each offer.
 - 5.2 The subsequent service fulfilment will be with regard to our standard Terms and Conditions or any special Terms and Conditions stated on each Voucher.
 - 5.3 We are not responsible for delays outside our control. If our supply of the Vouchers is delayed by an event outside of our control, including where you have provided incorrect delivery details. .
 - 5.4 You should check your Vouchers promptly on receipt to ensure the quantities are correct and the fulfilment details are fully understood.
 - 5.5 Should you have any queries about the Vouchers please contact the appropriate regional office at the details on our web site or as listed in clause 2 above.

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6. Price and Payment

6.1 Offers we make may be connected to gifts redeemable through our Reward Points currency, may be offers or discounts or access to exclusive offers. Each will clearly indicate the the price and the means of fulfilment, whether by Voucher or by other means. We generally apply a £5 processing fee for each transaction as our standard charge and no other charges but if there is a circumstance where delivery costs or any other costs are appropriate to an offer this will be made clear within the offer before to elect to buy.

6.2 Payment can be made by credit or debit card or by PayPal.

6.3 Vouchers or alternative fulfilment will be triggered once payment has been made – often by automatic email of Vouchers.

7. Limitation of Liability

7.1 We are responsible to you for foreseeable loss and damage caused by us if we fail to comply with these terms. We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process. We are not responsible for the supply of any consequential product that results from any transaction that involves the use of our Vouchers. Vouchers are simply a means of accessing product or service delivery on advantageous terms and it is our job to facilitate this introduction but not to supply the final product or service anticipated by the offer.

7.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the Vouchers. This includes the right to receive Vouchers which are 'as described' and which match information we provided to you.

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- 7.3 We are not liable for any business or commercial loss. We supply the Vouchers for domestic and private use only. You must not re-sell the Vouchers for any reason.
- 7.4 Specific conditions applicable to individual offers are stated on the Vouchers issued as though they were part of these Terms and Conditions.
8. Data Protection
- 8.1 We use your information as set out in our Privacy Policy.
9. Transfer of Rights
- 9.1 We may transfer our rights and obligations to another someone else. We will contact you to let you know if we plan to do this.
- 9.2 Your right to transfer the benefit of any promotion are set out on the offers or the Vouchers we issue. We generally seek to make benefits fully transferrable as in most case the benefit accrues to the holder of the voucher but in some case this may be restricted for reasons of offer fulfilment. Vouchers will state clearly where benefits can be transferred.
- 9.3 Notwithstanding any other clause no-one else has any rights under our contract with you. The contract is between you (our member) and us.
10. Law
- 10.1 These terms and conditions and our contract with you is covered by the law of England.
- 10.2 If a court finds any part of this contract to be illegal, the other terms will continue in force.
- 10.3 Paragraph headings are for guidance only and form no part of any agreement.