



GENERAL CONDITIONS OF THE CASA ALEGRE LOYALTY PROGRAM

These Terms and Conditions (as well as any pages of the website and other documents referred to herein in these Terms and Conditions) set out the legal terms applicable to your membership in the Casa Alegre Loyalty Program (hereinafter referred to as “**PFCA**”). Please note that by participating in the PFCA, you agree to these Terms and Conditions, which supplement the website’s Terms and Conditions and our Privacy Policy and can be viewed on our website.

When we mention “you” or “your”, we refer to the user and customer of the website, the person who has joined the PFCA. When we mention “we”, “us” or “our”, we refer to Casa Alegre, a brand belonging to Vista Alegre Atlantis, SA (VAA), provider of the PFCA.

PROPERTY OF THE SITE

Vista Alegre Atlantis, SA (VAA)
VAT Number: 500 889 139
Vista Alegre
3830-292 Ílhavo – Portugal
Telephone number: +351 234 320 610 (Call using national fixed network)
Email: online@casaalegre.com

1) Membership in the PFCA

Joining the Loyalty Program will be done automatically as soon as you register at the Casa Alegre online store.

Points will be accumulated through the Loyalty Program as soon as you make any purchase, regardless of its value.

If you have more than one Casa Alegre account, they are considered independent and, therefore, cannot be merged. If you have any questions, please contact the Online Customer Service team, whose contact details are on our website.

Purchases made for the purpose of resale through the PFCA are strictly prohibited. We reserve the right, at our discretion, at the time of purchase or retrospectively, to determine whether the purchase was made for resale purposes.

In the event that we determine that there has been a resale intent or any abuse of the PFCA by you during purchases, we may take any action we deem appropriate at our sole discretion, including closing or suspending your Casa Alegre account.

You can leave the PFCA program at any time by sending an email with this request to online@casaalegre.com. By doing so, you agree to terminate your participation in the PFCA.

Upon confirmation of withdrawal from PFCA or closure of your account on the website, purchases valid for points in the PFCA will be disregarded and benefits will be lost.

It is possible to reverse the decision of withdrawal from the PFCA by sending an email with this intention to online@casaalegre.com. Once your request has been validated, your participation will be restored, recovering the balance of points and movement history (on the date of departure from the PFCA).

2) Valid Purchases

Once you have created your account and logged in, you will receive benefits after making/paying for your purchases.

The PFCA allows you to accumulate points from purchases paid on the Casa Alegre website, as soon as they are considered valid (not returned or cancelled). We reserve the right to change the deadline for awarding points at any time without prior notice.

1 (one) Point will be awarded for every €10 (ten euros) of paid purchases (€10 = 1 Point). The points obtained in the meantime by the customer can be used for subsequent purchases on the Casa Alegre website, only on products of the following brands: Casa Alegre (except furniture), Vista Alegre and Bordallo Pinheiro.

To use these points, you must ensure that you have at least 30 Points and, in a given purchase, you must use at least 30 Points, in an order with a value equal to or greater than €30 (thirty euros), in the Casa Alegre, Vista Alegre and Bordallo Pinheiro brands.

You can check your Points balance (your current points) in your Customer Area, under the “CA Points” menu. Here you can see all the information related to your points, namely how many you have accumulated so far, how many you have already used, the purchases in which you used them, how many have been debited or credited and how many points you still have available.

If you use points on a purchase and do not pay the remaining amount in order to complete your order, the respective points will be deducted from the Loyalty Program balance.

After the payment deadline for the order expires, your status will change to “Cancelled” and the points will be available again.

3) Returns

If, during the legal return period, you return any purchased item and request a refund (full or partial), the points corresponding to that return will be debited and the PFCA points balance will reflect the subtraction of points.

If a purchase made with points is returned, the points used for that purchase will be reloaded approximately 30 days after the closure of your return request and the PFCA points balance will reflect crediting of those points.

4) Other information

Any purchase valid for the award of points under the PFCA program is subject to applicable local laws.

PFCA points balance may not be transferred to another customer's account, nor sold, under any conditions.

There is no limit on the amount of benefits earned under the PFCA, however Casa Alegre reserves the right to review and change the benefits or limits of the program at any time.

You understand and agree that we need to use data from your Casa Alegre account, in accordance with our Privacy Policy, for analysis purposes and to make recommendations and offers tailored to your tastes.

We may cancel, withdraw or amend these Terms and Conditions at any time without notice.

We reserve the right to refuse, close or merge your additional Casa Alegre accounts under whatever circumstances.

If you have any questions, please contact our Online Customer Service team.