



CASHBACK SCHEME POLICY

1. PURPOSE

The Cashback Scheme allows customers of Atlantis Tanks Group to earn cashback on qualifying purchases made through its website, which may be redeemed or applied to future orders in accordance with this Policy.

2. ELIGIBILITY

- 2.1. The Cashback Scheme is available to customers who hold a registered account on the company's website.
- 2.2. Cashback applies only to purchases made through the website while the customer is logged into their account.
- 2.3. The company reserves the right, at its sole discretion, to determine the eligibility of any transaction.

3. CASHBACK EARNING

- 3.1. Customers will earn cashback at a rate of 1% of the total order value, including VAT and delivery charges.
- 3.2. Cashback is calculated automatically following a qualifying purchase.
- 3.3. Cashback will only be credited once the order has been fulfilled and the applicable return or cancellation period has expired, and the order is no longer subject to refund or dispute.
- 3.4. The company reserves the right to withhold or delay cashback where a transaction is under review.
- 3.5. A credit note may be issued where required for VAT reporting purposes.

4. CASHBACK BALANCE

- 4.1. Customers can view their cashback balance at any time via their account.
- 4.2. Cashback may be accumulated across multiple transactions.
- 4.3. Cashback does not constitute a deposit, stored value, or financial product. We shall deliver the Products to the location set out in the Order or such other location as the parties may agree ('Delivery Location').

5. REDEMPTION OPTIONS

- 5.1. Customers may redeem their cashback using one of the following methods:
 - 5.1.1. Offset against a future online purchase via the website;
 - 5.1.2. Request a direct bank transfer to a nominated account (see Section 6); or
 - 5.1.3. Redeem as an Amazon voucher, subject to available denominations.



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- 5.2. All redemption requests must be made through the customer's account.
- 5.3. All cashback redemptions are subject to account verification and review. The company reserves the right to request additional information, delay, or decline a redemption where reasonably necessary for security, compliance, or operational purposes.

6. BANK TRANSFER (CASH REDEMPTION)

- 6.1. Bank transfer requests are subject to a minimum redemption amount of £50.
- 6.2. Approved bank transfer requests will be processed within 14 days.
- 6.3. The company shall not be responsible for any loss arising from incorrect bank details provided by the customer.

7. EXPIRY OF CASHBACK

- 7.1. Cashback remains valid for 12 months from the date it is credited.
- 7.2. Any unused cashback after this period will automatically expire and be removed from the account without liability to the company.

8. ADJUSTMENTS AND REVERSALS

- 8.1. Cashback will not be earned on cancelled, refunded, or disputed transactions.
- 8.2. Where cashback has already been credited in respect of such transactions, the company reserves the right to reverse or deduct the relevant amount from the customer's cashback balance.
- 8.3. If insufficient cashback balance exists, the company reserves the right to recover the amount by other lawful means.

9. FAIR USE AND MISUSE

- 9.1. The Cashback Scheme must not be used in a manner that is abusive, manipulative, or intended to artificially generate cashback.
- 9.2. This includes, but is not limited to:
 - 9.2.1. Creating multiple accounts to obtain additional cashback;
 - 9.2.2. Placing and cancelling orders to generate cashback;
 - 9.2.3. Any activity not consistent with normal purchasing behaviour.
- 9.3. The company reserves the right to withhold, cancel, or recover cashback, and to suspend or terminate accounts where misuse is reasonably suspected.

10. CHANGES TO THE SCHEME



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- 10.1.** The company reserves the right to amend, suspend, or withdraw the Cashback Scheme at any time.
- 10.2.** Any changes will apply to future transactions and will be communicated via the website where appropriate.

11. GENERAL

- 11.1.** Cashback is non-transferable and has no cash value until redeemed in accordance with this Policy.
- 11.2.** Nothing in this Policy creates any contractual right to cashback until it has been credited and remains valid in accordance with its terms.
- 11.3.** The company's decision in relation to the Cashback Scheme shall be final, except where prohibited by law.