

Naturata Gift Cards- Terms and Conditions

General

The present general terms and conditions govern the relationship between the customer and Naturata Sàrl, whose registered office is located at 13 rue Gabriel Lippmann, L-5365 Munsbach, registered in the Luxembourg Trade and Companies Register under the number B31794.

Naturata Sàrl offers its customers the possibility to acquire and use electronic Gift Cards in Naturata stores.

The purpose of these general terms and conditions of sale is to define the operation, as well as the rights and obligations of the customer concerning the acquisition and use of Naturata Gift Cards.

Acquisition of Naturata Gift Cards

Naturata gift Cards can be loaded at the checkout of Naturata Bio-markets and Naturata beauty&cultures. Naturata Gift cards cannot be loaded at Naturata Restaurant and Naturata Bistros.

The gift cards are prepaid cards, the amount of which is determined by the customer at the time of purchase or top-up. The amount determined by the customer can be between 10€ and 250€ all taxes included.

The loaded amount is immediately available and the Gift Card is automatically activated at the checkout during the loading process.

The Gift Card can be reloaded by the customer up to a maximum of €250 including all taxes.

The loading of the Gift Card by the customer shall not entitle him/her to loyalty points on the Naturata Customer Card.

Use of Naturata Gift Cards

The customer who holds a Gift Card, once loaded and activated, can pay for his purchases in all Naturata Bio-markets, Naturata beauty&culture, Naturata Restaurant and Naturata Bistro.

When using the Gift Card as a means of payment, the Gift Card must be presented at the checkout to be scanned. The Gift Card credit can be used in one go or in instalments depending on the balance on the Gift Card.

The Customer may, if necessary, complete the payment of its products and services by another means of payment accepted by Naturata Sàrl.

The balance is printed on the receipt each time the Gift Card is used. The balance can also be consulted at any time at the cash desk by presenting the Gift Card.

In the event of a technical problem beyond the control of Naturata Sàrl making the payment operation impossible, the payment with the Naturata Gift Card may be refused.

Under no circumstances may the Naturata Gift Card be exchanged for cash, nor may it give rise to a credit note.

The credit on the Gift Card does not earn interest.

Liability and risk of loss, theft or damage

Each Customer who carries a Naturata Gift Card shall be fully responsible for it and shall take the necessary measures to avoid any loss, damage or abuse in its use.

Naturata Sàrl declines all responsibility in case of loss, theft or damage of the Gift Card by a customer or a third party.

Naturata Gift Cards are neither refundable nor exchangeable, especially in case of loss, theft or damage.

In the event of loss, theft or damage, the Customer may block the Naturata Gift Card for the remaining amount. To block the gift card, the Customer shall call the number +352 261517-500 indicating the number of the card and the cause of the block.

Customer service

If you have any questions about the Gift Card, please contact our central office on +352 261517-500 or send us a message to kaddoskaart@naturata.lu.

Various

By purchasing or using the Gift Card, the Client acknowledges having read and accepted these terms and conditions.

The general terms and conditions applicable to the Gift Card can be consulted at any time on www.naturata.lu. Naturata Sàrl reserves the right to modify and change these terms and conditions at any time. The modifications made shall come into force as soon as they are published. It is up to the customers to regularly consult the general terms and conditions on the website www.naturata.lu.