

Loyalty programme / collect bonus points with greenbox / ecobiopack

Conditions of participation

Participation in the programme

All registered customers with a customer account at www.biologischverpacken.de/en are eligible to participate. Guest customers do not receive loyalty points and do not have the opportunity to redeem them.

General information

The loyalty points credited to your loyalty points account are the basis for the Greenbox / Ecobiopack loyalty points programme. The loyalty points balance cannot be transferred to another customer account and cannot be paid out in cash. Your current loyalty points balance can be viewed at any time in your customer account.

Acquisition of loyalty points

You automatically earn loyalty points with every completed order from 26/08/2024. The loyalty points earned are automatically credited to your loyalty points account. You receive 0.1 loyalty points for every euro of the order value. 10 loyalty points have an equivalent value of EUR 1.00.

If an item is returned, we will deduct the loyalty points credited for this from your loyalty points account.

Crediting of loyalty points

Loyalty points are automatically credited to the e-mail address stored in your customer account. If a customer places orders via different customer accounts, the loyalty points will be credited to the respective account. A transfer to another account is not possible.

The customer account will be credited after the payment has reached the status 'paid' or at the latest 30 days after the order has been placed, provided it has not been cancelled.

Expiry of loyalty points

Loyalty points that are not redeemed within 365 days of receipt expire.

Redeeming loyalty points

Every registered Greenbox/Ecobiopack customer who participates in the loyalty points programme can redeem their points as soon as they have reached a loyalty points balance of 10 points. When placing an order via our online shop, you can indicate whether and how many loyalty points you would like to redeem when selecting the payment method. You can redeem a maximum of 100 loyalty points per order - this corresponds to a saving of EUR 10. Loyalty points cannot be redeemed in combination with another voucher code.

You will not receive any loyalty points for licence, disposal or shipping costs and these costs cannot be reduced by redeeming loyalty points.

Termination of the programme

Greenbox/Ecobiopack reserves the right to terminate the loyalty points programme at any time or to replace it with another programme.

Changes to the programme

Greenbox/Ecobiopack reserves the right to make changes or additions to the conditions of participation or other processes for the loyalty points programme described in the conditions of participation at any time. Claims for damages by participants against Greenbox/Ecobiopack due to country-specific changes required by law are excluded. Amendments or additions to these conditions of participation will be announced by publication on the website.