

Jade Circle Loyalty Terms

玉意会员积分与推荐条款

Effective 2026-07-19 · Version 1 · Operator: TrulyLucky Ltd (Company No. 14490832)

ENGLISH

Effective date: as shown above. Operator: TrulyLucky Ltd trading as Lucky Jewellery / 玉意人 (company number 14490832).

01

Membership

Jade Circle is free to join. Any customer with a Lucky Jewellery account may participate. Marketing consent is separate and optional; it is not a condition of membership.

02

Earning points

- Standard rate: 1 point for every eligible £1 of merchandise spend after discounts and credits.
- Points are calculated on the merchandise amount actually paid.
- Excluded from earning: shipping, duties, taxes, membership fees, gift cards, repairs, resizing, restringing, Academy courses, donations, cash-equivalent items and other excluded services.

03

Point lifecycle

- Points first appear as Pending and normally become Available 30 days after delivery, provided the order remains eligible.
- Available points expire 24 months after becoming Available.
- Refunds, returns, cancellations, disputes and chargebacks create reversing ledger entries. Original entries are preserved for audit.

04

Redemption

Redemption is a request, not an automatic deduction. Rewards are subject to availability and the published rewards catalogue. Points have no cash value and are not normally transferable.

05

Referrals

- Referrer reward: 500 points, credited after qualification.
- New customer welcome: 250 points, credited after qualification.
- Qualification requires the new customer's first eligible merchandise order to be at least £300, paid, delivered, and to complete 30 days without cancellation, return, refund, dispute or chargeback.
- Maximum five rewarded referrals per member year unless a separately published campaign says otherwise.
- Self-referrals, duplicate accounts and fraudulent activity are not eligible. We may withhold or reverse rewards where misuse is identified. Personal details of referred customers remain confidential.

06

Changes and closure

We may amend these terms on prior notice where the change is not materially adverse to an active member. Material adverse changes will be notified in advance. We may suspend or close accounts where misuse is identified.

07

Governing law

These terms are governed by the laws of England and Wales. Statutory rights are not affected.

中文

生效日：如上所示。运营方：TrulyLucky Ltd（营业名称 Lucky Jewellery／玉意人），公司编号 14490832。

01

会籍

玉意会员免费加入。任何拥有 Lucky Jewellery

账户的顾客皆可参加。营销授权与会员资格分开，为可选项，非入会条件。

02

积分累积

- 标准比率：合资格订单每支付 £1 = 1 积分（按折扣与抵扣后的实际支付金额计算）。
- 不参与积分累积：运费、关税、税款、会员费、礼品卡、维修、改圈、重穿、学院课程、捐款、现金等值物品及其他排除服务。

03

积分生命周期

- 新累积的积分先为待处理，通常在订单送达 30 天后转为可用（订单仍符合资格）。
- 可用积分自转为可用之日起 24 个月后过期。
- 退款、退货、取消、争议或拒付将生成相应的撤销记录，原始记录保留以供审计。

04

兑换

兑换须通过申请流程，不会自动扣减。奖励视供应情况与已公布礼遇目录而定。积分无现金价值，通常不可转让。

05

推荐奖励

- 推荐人：500 积分，符合条件后发放。
- 新会员：250 迎新积分，符合条件后发放。
- 资格条件：新会员首笔合资格订单至少 £300，已付款、已送达，并在 30 天内未发生取消、退货、退款、争议或拒付。
- 每一会员年度最多 5 次已发放的推荐奖励，另有公布的活动除外。
- 自我推荐、重复账户及欺诈行为不合格。如发现滥用，我们可暂停或撤回奖励。被推荐人的个人资料严格保密。

06

变更与终止

如变更对现有会员并无实质不利影响，我们将提前通知。有实质不利影响的变更将预先通知。滥用情形下，我们可暂停或关闭账户。

07

适用法律

本条款受英格兰及威尔士法律管辖，不影响法定权利。