

General Terms and Conditions of Clube LEROY MERLIN PRO Membership

1. The LEROY MERLIN Portugal Loyalty Program (hereinafter "Clube LEROY MERLIN PRO") is provided by BCM Bricolage, S.A. (hereinafter "LEROY MERLIN Portugal"), through the intermediation of LEROY MERLIN Stores located in Portugal (hereinafter "Stores").
2. Any person aged 18 or over may join the Card, benefiting from the exclusive conditions and advantages expressed in these terms.
3. This Card is not a credit card and its membership and use does not represent any cost to the Cardholder and it can be used indefinitely.
4. This Card is personal and non-transferable, and the Stores reserve the right to ask the Cardholder for identification.
5. To join the Card, the Cardholder must go to a Store and, after filling in all the necessary details and accepting these conditions, a definitive Card will be created. By default, a digital card will be created, available in your online account and in the LEROY MERLIN App, but you can also opt for a physical card. From that moment onward, the Cardholder may accumulate points, vouchers, and access direct discount campaigns.
6. At the time of activation of the loyalty account, the Cardholder shall receive, by electronic mail (email) or text message (SMS), depending on the communication channel previously selected, a link for the purpose of accepting these Terms and Conditions.
7. Acceptance of the Terms and Conditions constitutes an essential requirement for the effective use of the benefits associated with the Clube LEROY MERLIN PRO.
 - a. Until such acceptance, any accumulated points, vouchers, and other benefits shall remain blocked and may not be used.
 - b. Only after the Cardholder's acceptance of the Terms and Conditions shall it be possible to use the accumulated points and vouchers and to fully enjoy the advantages of the Clube LEROY MERLIN PRO.
8. Should the Cardholder fail to accept the Terms and Conditions within one (1) month from the date of card creation, the loyalty account and the corresponding card shall be automatically terminated, and all points, vouchers, and other associated benefits accrued up to that moment shall be extinguished, with no possibility of subsequent recovery.
9. Rejection of the Terms and Conditions shall result in the immediate termination of the loyalty account and the consequent loss of all accumulated points, vouchers, and benefits, with no possibility of future recovery.

10. It shall not be possible to add a co-holder to the loyalty account until the process of accepting these Terms and Conditions has been completed by the Cardholder.
11. Following the registration on the programme, the Cardholder will be given a pre-created access to his web account, which must be activated within a maximum of 3 (three) days after signing up for the Card, via the link received by email. This online access can be done via the website or the LEROY MERLIN app (available on the Play Store and App Store). With this app, the Cardholder and/or Co-Cardholder will have access to their card(s) in digital format (stored in their web account and/or in the app).
12. Acceptance or rejection of the Clube LEROY MERLIN PRO Terms and Conditions may likewise be carried out through the website or the LEROY MERLIN App, by accessing the Customer's online account, in accordance with the provisions of Clause 11.
13. All companies or self-employed professionals whose CAE (Economic Activity Code) is associated with the areas of Water Collection, Treatment and Distribution, Sanitation, Waste Management and Pollution Control; Construction; Real Estate Activities; Consulting, Scientific, Technical and Similar Activities and Administrative and Support Services Activities can participate in the Clube LEROY MERLIN PRO.
14. A Card Holder who is a company must appoint a legal representative, who will manage the respective Clube LEROY MERLIN PRO account on behalf of and representing the Card Holder (the company). Other Card Holders or Beneficiaries may also join, once they have accepted these conditions.
15. LEROY MERLIN Portugal reserves the right to refuse membership of the Clube LEROY MERLIN PRO to interested parties who do not meet the requirements and do not comply with the conditions set out in these Terms and Conditions.
16. The Cardholder may add 4 more Cards to his/her account (5 cards, 1 account). To add one or more Co-Titleholders to their account (who will also be assigned a Card), the Cardholder must go to a Store.
17. All the information about your Card can be found on the LEROY MERLIN App or in your customer area at leroymerlin.pt.
18. The Clube LEROY MERLIN PRO allows customers to position themselves on three different levels, depending on their volume of purchases over 12 months.
19. The higher the level, the more benefits the customer receives. The levels are as follows, in ascending order: Bronze (up to €3,999.99 per year), Silver (between €4,000 and €11,999.99 per year) and Gold (from €12,000 per year). For more information on the levels and the associated benefits, go to leroymerlin.pt.

20. The Gold level includes the benefit of access to financing conditions. This access depends on the analysis and decision of BCM Bricolage, S.A. and may be changed without prior notice.
21. All Customers who were already enrolled in the previous program called "Cartão da Casa Profissional" will be allocated to one of the tiers after their first purchase (as of January 1, 2024). The allocation to the respective tier will be based on the volume of purchases over the last 12 months.
22. All new customers who sign up to the program from January 1, 2024 will automatically be allocated to the Bronze tier. As soon as they make their first purchase, they will be assigned the tier corresponding to the value of that purchase.
23. The Clube LEROY MERLIN PRO will give you access to a 10% discount on projects, hereinafter referred to as the "Project Pack". The Project Pack gives access to a 10% direct discount on a purchase of €1,500 or more on a selection of products from the following families (services not included): Garden; Kitchens; Bathroom; Ceramics; Comfort and Renewable Energies; Carpentry and Wood; and Decoration. For more details on the Project Pack, go to leroymerlin.pt.
24. The 10% Project Pack discount will only be activated at the time of the initial payment for the purchase where the discount will be applied. If products from the purchase in question are subsequently added, exchanged or returned, it will not be possible to continue to benefit from this discount.
25. The 10% discount on the Project Pack cannot be combined with any other existing Promotional Offers or Discounts (in-store and/or on leroymerlin.pt).
26. The Clube LEROY MERLIN PRO will also give you access to exclusive prices, hereinafter referred to as "Exclusive Prices", which will be duly identified in-store and on leroymerlin.pt.
27. The Exclusive Prices are available to the professional Customer from the first unit of the product, and no minimum quantity is required to access the price.
28. The Clube LEROY MERLIN PRO also allows you to accumulate 1 point for every €1 spent on purchases of LEROY MERLIN Portugal products and services; presenting the Card at the time of the purchase is mandatory.
29. The accumulated points can be consulted on the LEROY MERLIN App or in your customer area at leroymerlin.pt, on the day of purchase or, in the case of ordered products, after the items have been invoiced, unless there is any computer processing impediment.
30. All items identified in the labels as *TOP PRO* available at Leroy Merlin stores and website, as well as all purchases of items not supplied by LEROY MERLIN Portugal on

the marketplace, Project Pack purchases and purchases with Exclusive Prices are excluded from the accumulation of Card points.

31. The Clube LEROY MERLIN PRO also offers access to a monthly discount voucher, hereinafter referred to as the "voucher", which will be awarded according to the number of points accumulated. The discount will be awarded according to the following brackets:
 - From 0 points to 249 points: 2% discount
 - From 250 points to 999 points: 3% discount
 - From 1,000 points to 2,499 points: 4% discount
 - 2,500 points or more: 5% discount
32. For the purposes of calculating and applying the voucher levels identified above, the points earned will be taken into account, according to the monthly sales volume (€1 = 1 point) by the Card Holder and/or Co-Card Holder(s), in each month of each calendar year, including VAT and discounting returns; values on Pack Project purchases; Exclusive Prices. Example: On a purchase of €1253.90, 1253 points are awarded, giving access to a discount of 4% of the 1253 points accumulated. In other words, 0.04×1253 points = 50.12€. A voucher for €50.12 is therefore issued.
33. The discount voucher is loaded every month on day 1.
34. For each purchase made, the Card Holder and/or Co-Card Holder can only use one discount voucher, both in-store and on the website at leroymerlin.pt.
35. The discount voucher must be used by the last day of the 3rd month from the date of issue.
36. The discount voucher issued under the above process cannot be redeemed at the same time as other LEROY MERLIN Portugal Campaigns, Exclusive Prices, Discounts or Promotions.
37. A discount voucher may be used in stages in-store, i.e. at the time of purchase the voucher does not need to be used in its entirety, and its initial expiration date will remain unchanged.
38. If the value of your purchase in-store is less than the value of the discount voucher, the difference between the values will remain on your discount voucher and LEROY MERLIN Portugal will not refund you any money as compensation between the amount deducted from your discount voucher and the amount still to be used.
39. If the value of your purchase and/or order is greater than the value of the discount voucher, you must pay the difference using any of the payment methods provided by LEROY MERLIN Portugal.

40. The discount voucher can never be exchanged for cash, nor will it entitle you to change.
41. The discount voucher issued cannot be used on items not supplied by LEROY MERLIN Portugal and listed in the marketplace.
42. The voucher is a discount, so when the value of the voucher is deducted from a purchase, it will not accumulate points on the Card.
43. The discount voucher is for the exclusive use of the Account Holder and/or Co-Holders, and the presentation of the respective Card (physical or digital) or printed voucher is mandatory whenever there is an intention to redeem it.
44. The discount voucher can be used on purchases made in any of the Stores and also on purchases made at leroymerlin.pt, with the exception of the items identified in 36 above.
45. Whenever a new discount voucher is issued, it will be made available in the customer area on leroymerlin.pt, on the LEROY MERLIN App or sent by email or sms, within a maximum period of 48 hours, barring any computer processing impediment. LEROY MERLIN Portugal is not responsible for possible errors in the email address and/or mobile telephone contact provided by the Account Holder.
46. In the event of items being returned, the points corresponding to the purchase in question will be deducted (1€ returned = - 1 point on the account). If payment for the returned product was made, in whole or in part, with an inactive discount voucher on the date of return, you will be issued with a new discount voucher for the amount corresponding to the proportion that the returned item represented when the initial discount voucher was issued. This voucher will be valid until the last day of the 3rd month from the date of issue. If this return is made while the respective discount voucher is still active, its initial expiration date will remain unchanged and no new discount voucher will be issued.
47. The Card Holder may accumulate points by submitting reviews regarding products (including Marketplace items), associated services, or Marketplace sellers purchased in-store, on the leroymerlin.pt website, or via the LEROY MERLIN App.
48. The awarding of points is subject to the following cumulative conditions:

a) Product Eligibility: Only products and services effectively purchased by the Card Holder may be reviewed. In the absence of a purchase history associated with the item, the rewarded review functionality will not be available.

b) Reward Value: 5 points will be awarded for each review that is validated and published by the moderation team.

c) Rating Exemption: The awarding of points is independent of the rating given by the customer to the product (number of stars or comment made). The Card Holder is entirely free to express their sincere opinion, whether positive, neutral, or negative, without this affecting their eligibility for the reward.

d) Format Requirements: To be considered eligible, the submission of a descriptive text is sufficient. The inclusion of multimedia content, such as photographs or videos, is not mandatory.

e) Technical Validation: The awarding of points is not automatic and depends on a prior audit and validation process to ensure compliance.

f) Content Criteria: The review must be based on a real consumer experience and fully comply with LEROY MERLIN Portugal's moderation rules and publishing policies, namely not including: references to the competition (direct comparisons, incentives to buy from other brands, etc.); sharing of personally identifiable information (e-mail, address, phone number, etc.); references to issues related to delivery or customer service; inappropriate images or content; vulgar or defamatory content that harms professional honor; mention of the price; duplicate or plagiarized content.

49. Monthly Limit: The accumulation of points is limited to a maximum of 10 rewarded reviews per calendar month, regardless of the number of products or services purchased or reviewed during that period.

50. Points Availability: Points will become available in the Card Holder's balance within a maximum period of 48 hours after the formal approval of the review.

51. Points obtained through reviews can be combined with points earned from purchases of products and services, and are governed by the same rules of validity and conversion into discount vouchers as stipulated in these Terms and Conditions.

52. LEROY MERLIN Portugal reserves the right to decide which actions are associated with the Clube LEROY MERLIN PRO, to establish its operating conditions and to cancel cards where misuse is detected. Any abusive or fraudulent use of the Card is punishable under the law.

53. LEROY MERLIN Portugal reserves the right to cancel, suspend or amend the Clube LEROY MERLIN PRO and all the advantages and discounts attached to it at any time. However, discount vouchers issued before the date of such a decision will remain valid in the manner stipulated. In addition, the amount remaining in the customer's account up to the date of such decision will be duly issued, in proportion, as a voucher.

54. In the event of fraud, attempted fraud or suspicion of possible illegal activities related to the use of the Card and its benefits, LEROY MERLIN Portugal has the right not to allow its use.
55. LEROY MERLIN Portugal is not responsible for the loss, theft or illegibility of discount vouchers or the Card. LEROY MERLIN Portugal does not reissue discount vouchers that are allegedly lost, misplaced, damaged, etc.
56. As part of its commercial activity, LEROY MERLIN Portugal needs to collect personal data, which will be processed exclusively for the purposes of marketing goods and services, subscribing to the Card, as well as managing the underlying commercial relationship. The accuracy and availability of personal data is the sole responsibility of the data subject.
57. By subscribing to the Clube LEROY MERLIN PRO, you authorize LEROY MERLIN Portugal to send you, in accordance with your preferences, information on the best offers of products and services marketed by you, as well as to assess your level of satisfaction with them. You may object at any time to receiving this type of communication, simply by requesting it through the means indicated in point 55.
58. Personal data will be kept for as long as you maintain a business relationship with LEROY MERLIN Portugal or for a maximum period of 5 years, after which it will be deleted. The data may be shared, for the same purposes, with other companies in the business group to which LEROY MERLIN Portugal belongs, known as ADEO, whose list of companies can be consulted at www.adeo.com.
59. LEROY MERLIN Portugal may use subcontractors (e.g. suppliers, service providers, etc.) to carry out all or part of the purposes identified, namely the company Ariadnext, for the purpose of electronically signing the Clube LEROY MERLIN PRO Terms and Conditions (where applicable).
60. As the data subject, you have the right to access your data, to request its rectification, erasure, restriction of processing or portability, to object to its processing and to revoke any consent granted at any time. In order to exercise any of the rights granted to you by law, you must use the following means:
- Letter: LEROY MERLIN Portugal Customer Service, Rua Quinta do Paizinho, n.º 10-12, 2790-237 Carnaxide;
 - Email: protecaodedados@leroymerlin.pt
 - [Electronic form](#).
61. For more information on how LEROY MERLIN Portugal handles your personal data, please consult our Privacy Policy at

<https://www.leroymerlin.pt/politicas-e-condicoes/politica-de-privacidade-e-cookies>
/ or contact your Data Protection Officer (epd@leroymerlin.pt).

62. These General Terms and Conditions are subject to Portuguese law. Any dispute relating to their execution shall fall within the jurisdiction of the court in which the Customer's domicile is located.
63. Under the terms of article 18 of Law no. 144/2015, of September 8, LEROY MERLIN Portugal informs that, in the event of a dispute, the Customer has the possibility of resorting to Alternative Dispute Resolution entities.

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