



VOKÈRA LIMITED - AFFINITY 20 PROMOTION 2026

TERMS & CONDITIONS (UK ONLY)

Updated: 19 January 2026

To celebrate 20 years of the Vokèra Affinity Loyalty & Reward Programme (“Affinity Programme”), Vokèra Limited is pleased to announce the launch of our latest Affinity Member Promotion - a single, stand-alone promotion for a limited period only whereby members can:

- Earn enhanced Affinity points
- Receive automatic entries into our Monthly Prize Draws through 2026
- Receive entry into our Grand Prize Draw
- For Silver, Gold and Platinum Affinity members only, access a new Preloaded Digital Mastercard reward option when installing, and registering qualifying Vokèra products, on and between 1st January 2026 - 31st December 2026 (inclusive) only (“Promotional Period”),

all in accordance with the terms and conditions (“Terms”) set out below.

These Terms are specific to the Affinity 20 Promotion 2026 (“Affinity 20 Promotion”) only and should be read in conjunction with the standard terms and conditions which apply to the Affinity Programme.

By participating in the Affinity 20 Promotion, you will be treated as agreeing to these Terms. If you do not agree to these Terms, please do not participate in the Affinity 20 Promotion. The Promoter reserves the right to refuse entry, or refuse to award any prize, to anyone in breach of these Terms.

Further copies of these Terms can be obtained by writing to the address below.

1. PROMOTER

The promoter of the Affinity 20 Promotion is Vokèra Limited (a company registered in England and Wales with company number 01047779) whose registered office is at Borderlake House, Unit 7, Riverside Industrial Estate, London Colney, Hertfordshire, AL2 1HG, United Kingdom (“Promoter” or “Vokèra”).

2. PARTICIPANTS

2.1 The Affinity 20 Promotion is only open to installers of Vokèra who are:

- Over 18 years of age;
- Registered members of the Affinity Programme at www.vokeraaffinity.co.uk.

2.2 Contractors, distributors and any party receiving contract support from Vokèra are not eligible to participate in this promotion.

3. QUALIFYING PRODUCTS & QUALIFICATION

3.1 Only eligible products purchased from participating merchants located in the United Kingdom (i.e. Great Britain and Northern Ireland) qualify for the Affinity 20 Promotion.

3.2 “Eligible products” means all models in the following product ranges:

- Vokèra Vibe MAX
- Vokèra Synergy
- Vokèra Pinnacle
- Vokèra Easi-Heat i
- Riello NXHM Air Source Heat Pumps.
- Riello Condexa HPR (Effective 1st February 2026)

3.3 Installations carried out within the Promotional Period must be registered within 30 days of the date of installation. Installations which do not meet this requirement will not qualify for any of the rewards offered in the Affinity 20 Promotion.

4. THE PROMOTION REWARDS

4.1 The Affinity 20 Promotion combines enhanced Affinity points plus automatic entry into Monthly Prize Draws throughout the Promotional Period and our Grand Prize Draw.

4.2 During the Promotional Period installations of eligible products registered in accordance with paragraph 3 above will (with the exception of Vokèra Easi-Heat I and Riello Condexa HPR) earn enhanced Affinity points, as set out in the table below:

Eligible Product Range	Standard Affinity Points	Enhanced Affinity Points
Vokèra Pinnacle	300	500
Vokèra Synergy	200	350
Vokèra Vibe MAX	100	150
Vokèra Easi-Heat i	50	N/A (standard points only)
Riello NXHM	500	750
Riello Condexa HPR	500	N/A (standard points only)

4.3 Any loyalty reward multiplier (applicable to Gold and Platinum members only) will be applied in the usual way, based on the standard points shown in the table above (rather than the enhanced points).

4.4 Affinity points can be redeemed against a wide range of vouchers or - if you are a Silver, Gold or Platinum member - you can choose to convert points to a NEW Preloaded Digital Mastercard. There is no cash alternative available.

5. PRIZE DRAWS

5.1 The Prize Draw aspect of the Affinity 20 Promotional consists of two elements:

- **Monthly Prize Draws**, for the months of January to December 2026 inclusive.
- **Grand Prize Draw**, taking place in February 2027.

5.2 During the Promotional Period installations of eligible products registered in accordance with paragraph 3 above will also automatically generate entries into the prize draws, as described below.

5.3 An installer will be entered into a Monthly Prize Draw for each registered eligible product which is installed during the calendar month to which that Monthly Prize Draw relates. The number of entries per product is set out in the table below:

Eligible Product Range	Number of entries per registered installation
Vokèra Pinnacle	20
Vokèra Synergy	10
Vokèra Vibe MAX	5
Vokèra Easi-Heat i	1
Riello NXHM	20
Riello Condexa HPR	20*

*Effective 1st February 2026

5.4 An installer who registers multiple eligible product installations within the same calendar month will generate multiple entries for that month's Monthly Prize Draw.

5.5 An installer will be entered into the Grand Prize Draw if they have registered at least 12 product installations during 2026. The number of entries into the Grand Prize Draw which an installer who meets this requirement will be equal to the total number of entries into the Monthly Prize Draws they have accumulated across the full Promotional Period (as

set out in paragraph 5.2 above). **Please note that installers who do not register at least 12 eligible products during 2026 will not be eligible for the Grand Prize Draw.**

6. MONTHLY PRIZE DRAW

6.1 A total of 12 Monthly Prize Draws will take place throughout the Promotional Period. Monthly draw entries will be determined according to the registered eligible product installed during the calendar month to which that Monthly Prize Draw relates. As installations must be registered within 30 days of the date of installation, the Monthly Draws will take place on the dates shown in the table below:

Month to which the Monthly Draw relates	Date on which the Monthly Draw will take place
January	5 March 2026, Thursday
February	2 April 2026, Thursday
March	5 May 2026, Tuesday
April	3 June 2026, Wednesday
May	3 July 2026, Friday
June	4 August 2026, Tuesday
July	2 September 2026, Wednesday
August	5 October 2026, Monday
September	4 November 2026, Wednesday
October	3 December 2026, Thursday
November	4 January 2027, Monday
December	3 February 2027, Wednesday

6.2 Each Monthly Prize Draw will award a total of 20 preloaded Digital Mastercard prizes as follows:

- £1,000 to 1 installer
- £500 each to 2 installers
- £250 each to 3 installers
- £50 each to 6 installers
- £25 each to 8 installers.

- 6.3 Each draw will be conducted using a secure, randomised draw generator to ensure fairness and compliance with promotional rules and guidelines.
- 6.4 All winners will be notified by email within 30 days of the date of the draw using their registered Affinity contact details.
- 6.5 If an installer is drawn for more than one prize in the same Monthly Prize Draw, they will be awarded all such prizes for that month. However, once an installer has won any prize in a Monthly Prize Draw, they will not be eligible to win further prizes in any subsequent Monthly Prize Draws during the Promotional Period. This one-winning-month-per-installer policy applies to each of the 12 Monthly Prize Draws to ensure fairness and equitable participation.
- 6.6 An installer who wins a prize in a Monthly Prize Draw will still be eligible for the Grand Prize Draw, provided they meet the other requirements of these Terms.

7. GRAND PRIZE DRAW

- 7.1 Details of how to qualify for entry into the Grand Prize Draw are set out in paragraph 5.4 above. **Please note that if an installer has not registered at least 12 eligible product installations during 2026, they will not be eligible for the Grand Prize Draw.**
- 7.2 The Grand Prize Draw will take place in February 2027 following completion of the Promotional Period.
- 7.3 The Grand Prize Draw will be conducted using a secure, randomised draw generator and a unique installer identifier to ensure fairness and compliance with promotional guidelines.
- 7.4 The top prize in the Grand Prize Draw will be an electric van (or equivalent). Preloaded Digital Mastercard prizes will also be awarded as follows:
 - £500 each to 2 installers
 - £250 each to 3 installers
 - £50 each to 6 installers
 - £25 each to 8 installers.
- 7.5 All winners will be notified by email within 30 days of the date of the draw using their registered Affinity contact details.
- 7.6 Arrangements to deliver the top prize to the winner will be made when notifying them of their win. The prize for the winner is non-exchangeable, non-transferable and no cash alternative is offered.

8. PRELOADED DIGITAL MASTERCARD REWARD OPTION

- 8.1 As part of the Affinity 20th Anniversary year, Vokèra is introducing a new Preloaded Digital Mastercard reward option (a physical MasterCard option is not available).
- 8.2 This option is available as a redeemable reward exclusively for Silver, Gold and Platinum members of the Affinity Programme.
- 8.3 These members may choose to redeem the Affinity points they have earned in the usual way as vouchers or, alternatively, they can convert their points into a cash value on a Preloaded Digital Mastercard.
- 8.4 The Mastercard cannot be transferred or exchanged for cash beyond the preloaded amount.
- 8.5 A member opting for this type of reward will be sent a link to the Mastercard which will expire 3 months after it is sent to the member. The funds loaded onto a Mastercard must be spent within 12 months of the date of issue. Any funds which have not been spent within the 12 months will be lost.

9. WINNER VERIFICATION & PUBLICITY

- 9.1 Winners of the Monthly Prize Draw and the Grand Prize Draw will be notified directly via their registered Affinity contact details.
- 9.2 If a winner cannot be contacted within 14 days of the draw, the Promoter reserves the right to withdraw the prize and select an alternative winner.
- 9.3 Winners may be asked to participate in reasonable publicity and promotional activities organised by the Promoter.
- 9.4 The Promoter must either publish or make available information that indicates that a valid award took place. To comply with this obligation the Promoter will send the surname and county of major prize winners and, if applicable copies of their winning entries, to anyone who emails the Promoter at [INSERT EMAIL ADDRESS] or writes to the Promoter at the address appearing above (enclosing a self-addressed envelope) within one month after the closing date stated in condition 4. If you object to any or all of your surname, county and winning entry being published or made available, please contact the Promoter at [INSERT EMAIL ADDRESS]. In such circumstances, the Promoter must still provide the information and winning entry to the Advertising Standards Authority on request.
- 9.5 Except as described in paragraph 9.4 above, the Promoter will only use winners' personal data to publicise the Affinity 20 Promotion with their prior consent.
- 9.6 Personal data supplied during the course of the Affinity 20 Promotion will only be processed as set out in the Promoter's at <https://www.vokera.co.uk/privacy-policy/>

10. GENERAL

- 10.1 Duration: except as set out in paragraph 10.2 below, the Affinity 20 Promotion will run from 1 January 2026 until 31 December 2026 when it will come to an end.
- 10.2 The Promoter reserves the right to withdraw, cancel, suspend, or amend the Affinity 20 Promotion only where continuation in its present form becomes impossible due to circumstances beyond its reasonable control, and where no alternative solution is reasonably available. In such cases the Promoter will act fairly and take reasonable steps to avoid unnecessary disappointment.
- 10.3 If a participant claiming a reward is an employee (or subcontractor) of a company, they are responsible for ensuring that they participate in the Affinity 20 Promotion and receive any rewards with the full knowledge and consent of the company.
- 10.4 Any rewards received through the Affinity 20 Promotion may be considered taxable benefits. Installers are responsible for determining any tax liability arising from participation and for paying any such taxes. Vokèra recommends that participants seek independent tax advice.
- 10.5 The Promoter reserves the right to verify the identity, eligibility and qualifying purchase details of entrants and to take reasonable steps to prevent fraudulent or invalid claims. Prizes may only be withheld where a participant has clearly failed to meet the published qualifying criteria.
- 10.6 The Promoter reserves the right to replace any prize with an alternative prize of equal or higher value if circumstances beyond the Promoter's control makes it necessary to do so.
- 10.7 The decision of the Promoter regarding any aspect of the prize draws is final and binding and no correspondence will be entered into about it.
- 10.8 The Promoter reserves the right to amend these Terms only in the event of unavoidable circumstances outside its reasonable control and where any such amendment does not materially disadvantage participants or alter the fundamental nature of the Affinity 20 Promotion.
- 10.9 The Promoter shall not be liable for any interruption to the Affinity 20 Promotion where such interruption is caused by circumstances outside its reasonable control. The Promoter will take reasonable steps to minimise disappointment to participants in such situations.
- 10.10 The Promoter accepts no responsibility for any entries into the Monthly Prize Draw and the Grand Prize Draw which are not successfully completed due to a technical fault (including any technical malfunction, computer hardware or software failure, satellite, network or server failure of any kind).
- 10.11 Insofar as is permitted by law, the Promoter, its agents or distributors will not in any circumstances be responsible or liable to compensate any winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up any prize



except where it is caused by the negligence of the Promoter, its agents or distributors or that of their employees. Your statutory rights are not affected.

- 10.12 This promotional offer cannot be used in conjunction with any other Vokèra promotion(s).
- 10.13 These Terms are governed by English law.
- 10.14 If any entrants to the Affinity 20 Promotion wish to take court proceedings, then they must do this within the courts in the United Kingdom.

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