



## VOKÈRA AFFINITY PROGRAMME (UK)

TERMS & CONDITIONS UPDATED 1<sup>st</sup> NOVEMBER 2021

These are revised terms and conditions for Vokèra Affinity scheme membership effective from 26<sup>th</sup> October 2021 – to include the reinstatement of Affinity points and rewards

### 1. THE VOKÈRA AFFINITY LOYALTY & REWARD PROGRAMME

*(The Scheme)* is operated by Vokèra Limited, Borderlake House, Unit 7, Riverside Industrial Estate, London Colney, Herts AL2 1HG, United Kingdom (Vokèra).

### 2. DEFINITIONS

- a. **The Affinity Programme** - Is a long-term loyalty & promotional reward programme operated by Vokèra.
- b. **Affinity Points** - Are notional points awarded in exchange for purchases of qualifying Vokèra products.
- c. **Rewards** - Are a range vouchers which may be obtained by redeeming Affinity points.
- d. **Affinity Account** - Is a personal account in which individual members accrue Affinity points.
- e. **Members** - Are individuals not companies.
- f. **The Affinity website** – is the primary operational platform for The Scheme. Affinity points balances; lists of rewards; rewards redemption, terms and conditions and all other scheme benefits are all accessible through the Affinity website located at [www.vokeraaffinity.co.uk](http://www.vokeraaffinity.co.uk).
- g. **Claims** - The process of registering the Vokèra product installation for Affinity Points (if product is eligible), Gas Safe Notification (for gas appliances only) and warranty. Affinity Points will be added to the members Affinity Account through provision of a product serial number and unique Affinity claim code, which can be found within every Vokèra product box. All gas appliances (except those installed on Social Housing contracts) are eligible for free Gas Safe Notification, but not all products are eligible for Affinity points (Condition 8b).
- h. **Redemption** - Is the process of exchanging Affinity points for a reward or rewards.
- i. **Gas Safe Notification** – the process of Vokèra notifying the Gas Safe Register of your boiler installation [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk).
- j. **Warranty** – the process of registering the installed product with Vokèra to validate the full term of the product warranty, subject to terms and conditions.
- k. **The Programme administrator** – Is Vokèra and/or its nominated agents.

### 3. ELIGIBILITY

- a. Programme membership is only available for:
  1. **UK Gas Safe registered installers.**
  2. Gas Safe registered installers bound by the terms and conditions of the Gas Safe register.
    1. Must have a current listing on the Gas Safe website.
    2. Your registered Gas Safe address must be the address registered within Affinity.
  3. Bona fide Installers whose normal place of business is within Mainland UK and Northern Ireland.
- b. Programme membership is **NOT** available for:
  1. Installers who are receiving contract support.
  2. Stockists - merchants or retailers.
  3. Consumers – typically homeowners, tenants, and landlords.
  4. Persons under the age of 18.
- c. Those installers with links to wholesalers/distributors/merchants are **NOT** eligible for Affinity points where purchases have been made through or in association with those linked wholesalers/distributors/merchants.
- d. Membership to the scheme is by invitation, and Vokèra reserve the right to withhold or cancel scheme membership to any persons or party entirely at their sole discretion.
- e. By accepting membership in the scheme all participants agree to these Terms and Conditions of the scheme as outlined hereunder.

### 4. HOW TO REGISTER TO BECOME A MEMBER

- a. Registering to become a member of the scheme can only be made by completing and submitting the form on the Affinity website [www.vokeraaffinity.co.uk](http://www.vokeraaffinity.co.uk).



## 5. DURATION

- a. The Programme will operate from 1st June 2006 until further notice.
- b. Vokèra will endeavour to provide 3 months advance-notice of termination of The Scheme. But reserve the right (Condition 19a) to terminate the scheme at any time.
- c. Redemption of Affinity points for rewards must be made within 3 months of the scheme end or such other time as notified by Vokèra.

## 6. AFFINITY POINTS

- a. Affinity points may only be claimed against bona fide and approved purchases of qualifying Vokèra products (Condition 8b) made after the date of approved member registration into The Scheme, and prior to The Scheme cessation.
  1. All claims require a **product serial number** and **Affinity claim code** - these details are available on paperwork marked **FOR THE INSTALLER** within the product box.
- b. All claims are made by entering the product serial number and Affinity claim code into the claim form within the members area on the Affinity website.
- c. You must be online to complete a claim, postal claims will not be accepted – any questions relating to the claims process should be directed to the **Affinity support team on 01727 744044 or by email: [affinitysupport@vokera.co.uk](mailto:affinitysupport@vokera.co.uk)**.
- d. Reward points for qualifying claims should normally appear within your account balance immediately, however there may be occasional delays.
- e. If your Gas Safe membership expires then your Affinity account will be suspended for further claims until Vokèra receive confirmation from Gas Safe that your membership is reinstated. If your Gas Safe membership is not reinstated you have six months from your Gas Safe membership expiration to redeem any valid Affinity Points (Condition 6m) within the account, after this time these points will be forfeit and your Affinity account closed.
- f. The cash value of an Affinity point is 0.0001p.
- g. Claims must be made within the duration of the scheme and within 30 days of installation.
- h. Purchases of products which have received contract support, or any other form of discount or promotional support from Vokèra directly or indirectly may not qualify for Affinity Points but will still be eligible for free Gas Safe notification (excluding Social Housing contracts).
- i. Vokèra reserve the right to review and reject any claims for Affinity Points entirely at their sole discretion.
- j. Affinity Points will accrue in an Account nominated to an individual member.
- k. Affinity Points may not be transferred to another member.
- l. Affinity Points accumulated in this scheme may not be transferred to any other Affinity Reward Scheme.
- m. Affinity Points are valid for redemption for 24 months from the date the claim which earned them was uploaded to the Affinity account or 3 months after the scheme end, whichever is soonest, or before such other date as set out by Vokèra. Vokèra provide prior warning 1 month before points are due to expire, i.e. at month 23. Once expired, they will be deducted from the Affinity account.
- n. Affinity points balances can be viewed online within the account settings area. All members will also receive a monthly email statement. The statement will provide a points summary for the statement period and advises what points are due to expire (Condition 6m).
- o. Any Affinity Points left in a members Account at cessation of the scheme, or should a member withdraw from the scheme, will be forfeit.

## 7. MEMBER PROMOTIONS

- a. Vokèra may run exclusive Affinity member promotions from time to time.
- b. Members will be notified of any promotion relevant to them and will also be notified by email where possible.
- c. Details relating to any current promotions will be available on the Affinity website.
- d. Terms and conditions will be specific to each promotion as they occur and are in addition to these terms and conditions.

## 8. AFFINITY ACCOUNTS

- a. Members will accrue Affinity points in an Affinity account, held on a central database and accessed via the dedicated Affinity website.
- b. Members will normally be able to access their Affinity account at any time via the Affinity website unless there are issues relating to internet access that are beyond Vokèra's control.



## 9. AFFINITY MEMBERSHIP LEVELS (EFFECTIVE 1<sup>st</sup> SEPTEMBER 2021)

- a. From 1<sup>st</sup> September 2021 each Affinity member will be automatically assigned to a new membership level within Affinity.
- b. Each membership level will be based on longevity of Affinity membership and/or the number of installations registered with Affinity.
- c. Enhanced benefits will be available from time to time according to each membership level and details will be communicated with the member or available on the Affinity website.
- d. The current membership levels are:
  - a. **Platinum member - Accredited Installers only.**
  - b. **Gold member - 21 or more product registrations in previous 12 months.**
  - c. **Silver member - 5 - 20 product registrations in previous 12 months.**
  - d. **Bronze member - 0 - 4 product registrations in previous 12 months.**
- e. Gold/Silver/Bronze members have the opportunity to progress to the next membership level and how this is achieved will be communicated with each member.
- f. A 'membership badge' will signify the current membership level for each member and this will be displayed within the member area of the Affinity website and on the monthly points statement.
- g. Vokèra reserves the right to review, amend or withdraw any membership level and/or eligibility criteria, including any targets or enhanced benefits at any time entirely at their discretion.
- h. Any changes to membership levels or the eligibility criteria will be communicated with members.

## 10. QUALIFYING PRODUCT SALES

- a. Only qualifying sales of eligible Vokèra products purchased by installers qualify for Affinity points.
- b. A list of qualifying and eligible products and their Affinity point's values will be maintained on the Affinity website or may be superseded by your personal Affinity points values stated in your points history.
- c. Vokèra reserve the right to amend the list of qualifying products and point's values entirely at their discretion and without prior notice.
- d. Affinity point's values vary according to the product, range, and model.
- e. Affinity points may not be available for all product ranges. This is at our discretion from time to time.
- f. A contract supported sale may not qualify for any Affinity points. A contract sale is any product/package that has additional support from either Vokèra or the supplying merchant that is additional to normal trading terms and conditions.
- g. Products purchased under special discount arrangements or as part of contract arrangements may not qualify for Affinity points.
- h. Purchases of part systems, product exchanges, warranty claims or spares do not qualify. Nor do sales of products which are subsequently returned for any reason.
- i. Only purchases by bona fide Gas Safe Registered heating engineers who are members of The Scheme qualify for Affinity points. (Neil, this may not be true if for example you want to award points to non Gas Safe members for heat pumps)

## 11. DATA PROTECTION & PERSONAL DATA USE

- a. These terms & conditions should be read in conjunction with our main privacy policy available here.
- b. Additionally, by becoming a member of the scheme, each member agrees that:
  1. their personal details may be held on a secure electronic database.
  2. Vokèra can send relevant communications to the member (Condition 12).
  3. they will ensure that all details held on the database will be kept up to date at all-times, these details are:
    1. Contact name
    2. Business name
    3. Postal address
    4. Email address
    5. Telephone number
    6. Gas Safe registration number (Initial registration only)
    7. Gas Safe licence card number (Product installation registration only)

**These will be the same details registered with the Gas Safe register. Failure to enter a valid Gas Safe licence card number when registering a product installation will mean that the registration cannot be completed – in this case you will need to contact Gas Safe to confirm your details with them. Vokèra are unable to do this.**



4. they are required to enter personal data and passwords in order to access the Affinity website and or claim rewards.
5. Vokèra will also store data about each member relating to:
  1. The Vokèra products registered
  2. The rewards claimed
- c. Members personal information will by necessity only be shared with:
  1. **Selected third-party partners & suppliers in order to fulfil our obligations to Affinity members and this includes delivery of rewards and any subsequent warranties that ensue.**
  2. **The Gas Safe Register as part of the Gas Safe notification process and the members obligation to their terms and conditions.**
- d. Any third-party suppliers used to fulfil our obligations to members and who receive personal data are required to protect this information in accordance with our main Privacy policy and will not retain this data for longer than is required to meet our obligations.
- e. Vokèra will not share member data with any other third party outside of our network and by necessity without the express consent from the member unless we are required to do so by law.
- f. Members are personally responsible for the confidentiality of any Usernames and Passwords that are issued to them. Vokèra does not accept responsibility for any loss or fraud resulting from misuse of Usernames and Passwords.

## 12. AFFINITY COMMUNICATIONS

- a. These terms & conditions should be read in conjunction with our main privacy policy available [here](#)
- b. Vokèra will use personal member data provided by Affinity members to send communications relevant to your membership and your business by email, by post or by SMS. These currently include:
  - a. Member points statements (Monthly)
  - b. National promotions as they occur
  - c. Personalised promotions based on the products you install
  - d. Webinar, technical & training related communications
  - e. Member status communications
  - f. Event communications
- c. Vokèra will only ever send communications responsibly.
- d. Each member can choose to review and 'opt-out' or 'opt-in' to receive any communications at any time by:
  - a. Logging in to your Affinity account and going to your account settings page and then by selecting your chosen communication preference.
  - b. Clicking 'unsubscribe' on any communication you receive.
- e. By necessity, Vokèra reserves the right to communicate with any member at any time, irrespective of communication preference, if there are changes or significant updates to the scheme that the member needs to be aware of.

## 13. ACCOUNT CLOSING AND TERMINATION

- a. Vokèra reserves the right to close any account if the member has not logged in within the previous 36-month period.
- b. Members can close their Affinity account at any time by emailing the Affinity support team [affinitysupport@vokera.co.uk](mailto:affinitysupport@vokera.co.uk) with the registered Gas safe company number and the email address as registered within Affinity.
- c. Any points remaining within an account being closed will be forfeit and any personal member data including any details of rewards redeemed will be deleted from our servers.
- d. A record of Vokèra product installations (product and date of installation) along with the installation address will be retained for the purposes of Warranty provision and homeowner support.
- e. Due to GDPR regulations, once an account has been closed we are unable to reinstate a previous account – to set-up a new account you would need to contact the **Affinity support team on 01727 744044 or email: [affinitysupport@vokera.co.uk](mailto:affinitysupport@vokera.co.uk).**

## 14. GAS SAFE NOTIFICATION (UK)

- a. Each product registration requires the member to enter the following Gas Safe details:
  1. **Gas Safe registration number**
  2. **Gas Safe licence card number****It is essential that the Gas Safe details entered are up to date – if a new licence card number has been issued then those details must be entered as part of the product registration.**
- b. For each product registered within Affinity Vokèra will:



1. Notify the Gas Safe Register of the installation.
2. Pay the fees associated with this notification directly to the Gas Safe Register.
3. Send the homeowner their Building Regulation Compliance Certificate.
  - i. **Lost Certificates** – Copies of Gas Safe certificates can be downloaded in the Affinity member area by logging into the members account, going to account history and then by selecting 'Installations'. All registered installations will be listed along with the relevant Gas Safe and Warranty certificates for each appliance.
  - ii. **Cancellation of Certificates** - Should incorrect information be shown on the certificate please call 01727 744044 with the certificate number and corrections required so we can inform the necessary bodies and re-issue the certificate.

## 15. WARRANTY REGISTRATION

- a. As part of your Affinity claim Vokèra will also:
  1. Register the product to validate the product warranty - as long as the registration is made within 30-days of installation - and issue of the end user warranty confirmation.
- b. As part of this registration you agree to:
  1. Ask the homeowner's permission to ensure that they understand and agree to their personal information being shared with Vokèra. As part of our commitment to supporting installers, when registering you can specify if you wish to carry out your own servicing on the boiler installed.
  2. For warranty Terms and Conditions, please refer to registration documentation supplied with your product or online: <https://www.vokera.co.uk/warranty-tcs/>.

## 16. REWARDS

- a. Rewards are available in the Affinity website only.
- b. No person under the age of 18 can redeem a reward.
- c. From 1<sup>st</sup> September 2021 only voucher rewards (e-codes via email and postal) are available within Affinity
- d. A list of current rewards and the number of Affinity points required to redeem a reward will be maintained on the Affinity website.
- e. Vokèra reserves the right to change rewards being offered from time to time.
- f. No guarantee of availability of a reward or rewards is implied or given.
- g. Redemption of rewards is via the Affinity website.
- h. Delivery of rewards can only be made within the same territorial limits as scheme membership and only to the registered home or business addresses of scheme members.
- i. Rewards (or a suitable alternative substitute) will be delivered within 28 days of redemption.
- j. Vokèra reserve the right to substitute a reward of similar value at their sole discretion.
- k. No cash alternative to a reward is available.
- l. Rewards may be provided by third-party suppliers. Any guarantees or quality issues with reward products must be taken up directly with the relevant Supplier. No guarantee on goods supplied as rewards is given or implied by Vokèra.
- m. From time to time additional 'one-off' bonus awards will be made available to selected members or member groups at our sole discretion.
- n. Any bonus awards will be awarded automatically as Affinity points which will be credited into an individual member account.

## 17. SCHEME SUPPORT

- a. For any questions relating to Affinity membership, Affinity reward orders, product registrations and warranty, please contact the Affinity support team during normal office hours (Monday to Friday, 09:00-17:00 Excluding Bank Holidays):
  1. Telephone: 01727 744044
  2. Email: [affinitysupport@vokera.co.uk](mailto:affinitysupport@vokera.co.uk)
- b. We aim to respond to all enquiries within one working day, however depending on the nature of enquiry this may take longer.
- c. Vokèra are unable to accept any responsibility for loss of service due to loss of internet connection or mobile network issues or any technical issues that are beyond our control.

## 18. FRAUDULENT ACTIVITY

If any member makes an unlawful claim for Affinity points or any Affinity promotion reward or is in breach of any of the terms and conditions of membership, Vokèra reserves the right to:



- a. Change the status of the member account to 'on hold' so that Affinity points cannot be earned and/or redeemed for rewards.
- b. Seek repayment in full from the member, for the value of any reward gained due to unlawful action.
- c. Cancel any Affinity points held by the member including points earned against valid claims.
- d. Terminate the member account.

## 19. GENERAL

- a. Vokèra reserves the right to alter, amend or withdraw The Scheme or any part of it at any time without prior notice or compensation due to circumstances beyond its control.
- b. Vokèra's decision on all matters relating to the scheme shall be final and binding and no correspondence will be entered into.
- c. If a member of the scheme is an employee (or subcontractor) of a company, it is assumed that membership of the scheme is with the full knowledge and consent of their employer. It is also assumed that any rewards redeemed are done so with the full knowledge and consent of their employer.
- d. Recipients of rewards are personally responsible for any tax liability they may incur as a result of accepting a reward or rewards.
- e. Rewards and/or reward points are non-transferrable.
- f. Scheme membership does not signify status or a level of accreditation or endorsement from Vokèra.

## TERMS & CONDITIONS FOR VOUCHER REWARDS

### Digital vouchers: including e-codes can only be sent to the registered member's email address

1. There is a minimum value for digital vouchers available within Affinity of £5.
2. These should normally be received within one working day of the order being placed within Affinity.
3. In the event that an email voucher (e-code) has not been received, the member should check their local email spam or junk mail folders.
4. If a voucher has not been received either by email within 3 days of the order being placed the member must contact the Affinity support team.

### Postal vouchers: including gift cards can only be posted to the registered member's postal address

1. There is a minimum value for postal vouchers available within Affinity of £25.
2. If a voucher has not been received within 28 days of the order being placed the member must contact the Affinity support team.
3. If a member reports a Gift Card or Code lost, stolen or undelivered 6 months, or later from the date of dispatch then the Recipient will be charged an investigation fee of the greater of 10% of the face value of the Gift Card or £35.

### All reward vouchers

1. For the purposes of these Terms and Conditions vouchers or gift cards offered within this scheme are defined as any plastic, paper, digital or e-gift card or voucher as defined by each individual retailer.
2. Are issued subject to the terms and conditions of the individual issuers and/or retailers.
3. Vokèra is unable to accept responsibility for any Issuers or retailers declared insolvent or subjected to any form of bankruptcy, liquidation, receivership, administration, arrangement, supervision, external management, or competitive proceedings.
4. Vokèra is unable to accept responsibility for any voucher that has been notified as undelivered which, after investigation, is subsequently proven to have been used.

**PROPER LAW:** This Contract is subject to the law of England and Wales.

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