

Installer Loyalty Club Terms & Conditions

Please read these Terms and Conditions carefully and make sure that you understand them before registering for the Promotion. By completing the online registration form for the Promotion at loyalty.stelrad.com (“Website”), and by participating in the Promotion, the Participant (as defined below) and any representative of the Participant (“Representative”), agree to be bound by the Terms and Conditions set out below and the Terms of Use, Privacy Policy, Acceptable Use Policy and Cookie Policy applicable to the Website.

In order to participate in the Promotion, Participants must first register for the Promotion by completing the online registration form on the Website.

When completing the registration form all Participants must provide a valid email address that is registered to the Participant. Stelrad may require a new online registration form to be completed for each Promotion Period (as defined below in clause 2).

Participants will not be able to redeem any Points (as defined below in clause 3) until they have completed the online registration form in full. A validation email for the Participant’s account will be sent to each Participant, the Participant will need to click on the link within the email to complete the registration process. The Participant will then need to choose a password to access the Participant’s account.

Unless Stelrad expressly determines otherwise, only one set of log-in details will be provided per Participant. Participants will be automatically enrolled for new editions of the Promotion if they are still participating in the Promotion at the end of the expiring Promotion Period (as defined below).

These terms and conditions (“Terms and Conditions”) apply to The Installer Loyalty Club (the “Promotion”), a loyalty programme for trade customers of Stelrad Radiators, a trading name for Stelrad Group plc (company number 13670010) whose registered office is at 69-75 Side, Newcastle NE1 3JE (“Stelrad”) and Henrad (Part of the Stelrad Group plc).

1 The Promotion

1.1 The Promotion may be operated on behalf of Stelrad Radiators by certain third-party suppliers engaged by Stelrad for that purpose.

1.2 The Promotion shall continue until terminated by Stelrad in accordance with clause

7.

1.3 The Promotion is only open to Stelrad & Henrad trade customers i.e. Installers & Builders (the “Participant(s)”).

1.4 The Promotion shall only apply to selected qualifying premium products purchased from participating merchants or from www.stelrad.com by the Participants.

1.5 Unless Stelrad expressly agrees otherwise in writing, the Promotion excludes and is not available to:

1.5.1 any and all current and previous employees of Stelrad, or the immediate families of such employees, or public sector or housing association employees;

1.5.2 any and all employees of any agencies or event suppliers or their families or agents or any other person officially connected with the Promotion;

1.5.4 is not open to homeowners;

1.5.5 Membership of the Scheme is not open to anyone who receives contract support (rebate) or special terms from Stelrad or Henrad (either directly from Stelrad or Henrad or indirectly via a merchant/distributor).;

1.5.6 is not open to residents outside England, Scotland, Wales, Northern Ireland and Republic of Ireland.

1.6 No third party or joint registrations will be accepted, and only one registration per Participant will be accepted. Connected companies shall be deemed to be the same as the Participant to which they are connected, and deemed duplicate accounts dealt with accordingly. Stelrad reserves the right to refuse, merge or close additional Installer Loyalty Club Accounts (as per clause 2.6 below) at any time.

1.7 Unless Stelrad expressly agrees otherwise in writing, the primary methods of communication in connection with the Promotion shall be via the website, emails and/or text messages.

2 Participants

2.1 If the Participant is acting as an individual or a partnership the Participant must be resident in the UK and remain resident throughout the relevant calendar year during which the Promotion takes place (“Promotion Period”) and be aged 18 or over at the date of the commencement of the Promotion.

2.2 If the Participant is a limited company or another entity with separate legal identity the Representative must:

2.2.1 be aged 18 or over;

2.2.2 confirm, by completing the online registration form on the Website, that he or she:

2.2.2.1 has the authority to bind the Participant on whose behalf the Representative completes the online registration; and

2.2.2.2 has made the Participant aware of the Promotion and has its consent to enter into the Promotion on its behalf.

2.3 It is a condition of entry that all information given at registration is true, current and

full. It is the Participant's obligation to update (or ensure that the Representative updates) any information submitted upon registration and to ensure that the Participant's details remain accurate and up to date. Unless Stelrad expressly agrees otherwise in writing, all Incentives (as defined below) and communications that need to be sent to the Participant will be sent to the contact details held in Stelrad's central customer account database. Stelrad will not be liable for any breach of the Terms and Conditions arising from the Participant's failure to update the information submitted. If the Participant (or the Representative) does contact Stelrad (or its agents) to update any details the Participant (or the Representative) they will be asked security questions before amendments to the Participant's account ("Installer Loyalty Club") are made.

2.4 If the Participant (or the Representative) fails to provide all of the requested and required information, or subsequently requests Stelrad to delete from its records any such information, the Participant may be disqualified and not permitted to participate in the Promotion. Stelrad is not responsible for incomplete, unclear, incomprehensible or distorted entries. Such entries will be void.

2.5 It is the Participant's responsibility to keep secure any information that might identify the Participant and/or the Representative and allow access to the Participant's Installer Loyalty Club. Neither Stelrad nor its agents shall be responsible or liable in any way if a person is able to redeem or spend any Points (as defined below) as a result of the Participant and/or the Representative not taking proper care of the Participant's Installer Loyalty Club Account details. If the Participant and/or the Representative loses or accidentally reveals its log-in details, it is their responsibility to change their password via the Website. If they are unable to do this, they should immediately contact the Administrator by telephone on 0800 8766813 or by email at Loyalty@stelrad.com or via www.stelrad.com or www.henrad.co.uk contact forms.

2.6 No joint registrations for the Promotion will be accepted, and only one registration per Participant will be accepted. Connected companies shall be deemed to be the same as the Participant to which they are connected, and deemed duplicate accounts dealt with accordingly. Stelrad reserves the right to refuse, merge or close additional Installer Loyalty Club accounts at any time.

3 Collecting Points and Incentives

3.1 Stelrad shall award Participants with Reward Points to be utilised by Participants to purchase rewards, benefits and/or Partner Deals ("Incentives") in connection with the Promotion.

3.2 Subject to clause 3.6 Participants will earn 10 Point for every £100 or €100 of expenditure on Qualifying Products, excluding VAT and delivery costs (as defined below) in any given Promotion Period ("Qualifying Spend").

3.3 For the avoidance of doubt, Points will only be awarded in relation to valid orders

(excluding VAT) for Qualifying Products (as defined below) placed on or after the start of the calendar month in which the Participant was successfully registered as a Participant in the Promotion. No backdating will be permitted.

3.4 A Participant is deemed successfully registered once they have submitted the 'Join our Club' form, or if verification is applicable then the validation link will need to be clicked to complete the registration and agreed to these terms and conditions.

3.5 Points will be issued by reference to Qualifying Spend and will only be issued in relation to the selected products bought from participating merchants.

3.6 Stelrad (and/or its agents) will maintain an Installer Loyalty Club account which records all valid orders ("Orders") for the relevant Promotion Period and the corresponding points that have accrued in connection with those Orders. Points will be updated in the Installer Loyalty Club Account on a regular basis.

3.7 Where a Participant's Total Spend equals or exceeds the cap set by Stelrad for the relevant Promotion Period ("Maximum Qualifying Spend") no further Points shall be earned by the Participant on any additional Qualifying Spend beyond that cap. The cap is currently set at 1,000 points.

3.8 Products may be excluded from the Promotion at the discretion of Stelrad.

3.9 Subject to clauses 3.10 and 3.23 below, the number of Points to be issued will be calculated by Stelrad (or its agents) as soon as reasonably practicable. Points will be credited to the Participant's Installer Loyalty Club Account within a reasonable time of the Participant's allocation being determined by Stelrad.

3.10 For the purposes of calculating the number of Points to be issued:

3.10.1 the Qualifying Spend may be rounded down to the nearest pound;

3.10.2 Points will not be allocated on a pro-rata basis; and

3.10.3 the Qualifying Spend will not include VAT or any delivery costs incurred.

3.11 If an Order is cancelled by the Participant (even after the expiry of the relevant Promotion Period) the value of such Order shall be deducted from the Total Spend and the number of Points accrued by the Participant shall be adjusted accordingly.

3.12 Stelrad reserves the right to discount or ignore an Order when calculating the Total Spend in the event that it has reason to believe that such Order is not genuine. Stelrad's decision as to which Orders will and will not count towards the Total Spend shall be binding on the Participant and final.

3.13 Stelrad (or its agents) may send the Participant and/or the Representative (if any) details of the current levels of the Total Spend and/or the current number of accrued Points and the Participant and the Representative will be able to view the most recently updated figures for the Total Spend and the Points in the Participant's Installer Loyalty Club Account by logging into the Website with the Participant's log-in details.

3.14 Stelrad and its agents reserve the right to correct any mistakes that are made in respect of the Total Spend and/or the number of Points issued to the Participant but recommends that the Participant keeps records of its transactions so that it (or the Representative) can check that the information held is accurate. Any queries in

connection with the number of Points accrued should be presented in writing to the Installer Loyalty Club by email to Loyalty@stelrad.com or to the address set out at the end of these Terms and Conditions.

3.15 Incentives will be advertised on the Website and, subject to availability, may be claimed at any time during the relevant Promotion Period, provided that the Participant has accrued sufficient Points. Redeemed Points cannot be used again, and the Participant's Installer Loyalty Club Account balance will be reduced to reflect the number of redeemed Points.

3.16 Points cannot be redeemed until verified and credited to an Installer Loyalty Club Account. In the event that a credit note or refund is issued to a Participant, or the Participant fails to pay to term for any goods, Stelrad shall be entitled to subsequently reduce the number of points accrued to the Participant's Installer Loyalty Club Account or (if already redeemed) claw back the value of the relevant Points either from future accruals of Points or directly from the Participant in accordance with clause 3.25.

3.17 The Participant is the holder of its Points and is responsible for their security. Stelrad are the overall owners of all Points and they remain its property at all times, until redeemed by the Participant as the Installer Loyalty Club Account holder.

3.18 Participants are not eligible for any cash equivalent in return for their Points or in lieu of receiving a particular Incentive.

3.19 The Participant cannot transfer, sell or use its points for any purpose except as permitted under these Terms and Conditions. If the Participant attempts to transfer Points in any way that is not permitted by these Terms and Conditions Stelrad reserves the right to take such action against the Participant as it considers appropriate.

3.20 Dates on which the Incentives will take place will be available on the Website or otherwise confirmed by the relevant agent and/or Promotion Partner (as defined below).

3.21 Stelrad reserves the right to modify scheduling of any Incentives or the Promotion without prior notice at any time and for any reason.

3.22 Stelrad further reserves its right to substitute any Incentive with an incentive/prize of equivalent value in the event of circumstances outside of its control.

3.23 Points will be deemed to have been issued on the date on which the new balance is displayed on the Website.

3.24 Any Points earned will expire 12 months after the relevant Promotional Period ends. For example, any Points earned for an invoice dated 1st January 2022 in a year and not redeemed in that year will expire on 31st December of that year.

3.25 In the event that a credit note or refund is issued to a Participant, or the Participant fails to pay to term in relation to any Qualifying Products forming part of the Qualifying Spend, the Participant's Qualifying Spend and its entitlement to Points will be reduced accordingly. If Points have already been issued on the basis of the subsequently reduced Qualifying Spend, Stelrad (or its Promotion Partner(s)) will, amend the balance of the Participant's Points accordingly. In the event that the Points have already been

redeemed by the Participant before this adjustment has been made, Stelrad (or its Promotion Partner(s)) shall be entitled to:

3.25.1 prevent the Participant from redeeming any further Points in the current Promotion, or any future edition of the Promotion, until the value of the deficit (as determined by Stelrad, acting reasonably) has been reclaimed; or

3.25.2 where it has reason to believe that any deficit will not be reclaimed in full in accordance with clause 14.1 above, require the Participant to reimburse Stelrad for the value of the deficit (as determined by Stelrad, acting reasonably).

4 Claiming a Reward

4.1 Vita Silhouette, Vita Silhouette Concept, Vita Deco, Vita Deco Concept, Vita Plan, Vita Plan Concept, Vita Column, Vita Column Concept, Vita Column Vertical, Vita Column Vertical Concept, Vita Ultra, Vita Compact Vertical, Vita Deco Vertical, Vita Deco Vertical Concept, Vita Plan Vertical, Vita Plan Vertical Concept, Vita Concord Plane, Vita Concord Vertical, Vita Concord Vertical Concept, Vita Concord Slimline, Vita Concord Slimline Concept, Softline Silhouette, Softline Silhouette Concept, Softline Deco, Softline Deco Concept, Softline Plan, Softline Plan Concept, Softline Column, Softline Column Concept, Softline Column Vertical, Softline Column Vertical Concept, Softline Compact Vertical, Softline Deco Vertical, Softline Deco Vertical Concept, Softline Plan Vertical, Softline Plan Vertical Concept, Softline Concord Plane, Softline Concord Vertical, Softline Concord Vertical Concept, Softline Concord Slimline, Softline Concord Slimline Concept, Classic Towel Rail, Stainless Steel Towel Rail, Caliente Rail, Concord Rail, Como, Concord Side Concept, Concord Side Chrome, Vertical Ultra, Lecco, Concord Chrome Vertical, Swing, Cast Iron Column, Henrad Alto Line, Henrad Alto Line Concept, Henrad Arno Towel Rail, Henrad Column, Henrad Column Concept, Henrad Column Vertical, Henrad Column Vertical Concept, Henrad Everest Line, Henrad Everest Line Concept, Henrad Plan, Henrad Plan Concept, Henrad Plan Vertical, Henrad Plan Vertical Concept, Henrad Silhouette, Henrad Silhouette Concept, Henrad Verona Lo-Line, Henrad Verona Plane, Henrad Verona Slimline, Henrad Verona Slimline Concept, Henrad Verona Towel Rail, Henrad Verona Vertical and Henrad Verona Vertical Concept.

Unless stated in a special Promotion please note this does not include the Stelrad Elite, Compact, Savanna, Savanna I, Thermo Plus Compact, Compact Vertex, Heavy Duty Deco, Heavy Duty Planar, any K3 radiators, Compact Xtra Protection, Compact with Style range, Planar range, Concord range, Classic Column range, LST range, Vita Compact, Softline Compact and Henrad Compact.

As of 1st January 2020, the following discontinued products will not be included; Arc, Wave, Vistaline, Ellipse, Esprit, Excel and Optia and will not be included in the Loyalty Club.

As of 1st May 2022, the following discontinued products will not be included; STR, Slimline Towel Rail, Caliente Horizontal and Caliente Vertical and will not be included in the Loyalty Club.

4.2 The Participant must submit an email address to Loyalty@stelrad.com or on-line redemption form via the Website for any Rewards that it wishes to claim. Points not redeemed before the 12-month limit will be forfeited and the Participant will not be entitled to any compensation or damages from Stelrad and/or its agents in connection with those forfeited Points.

4.3 Certain Rewards are subject to limited availability and will be allocated on a strictly 'first come, first served' basis. Participants can only redeem 3 of the lowest value Rewards in a 12-month rolling period. Where a particular reward is dependent on a minimum volume of orders being placed the Participant acknowledges and understand that such reward may be withdrawn or cancelled by Stelrad (in its absolute discretion) and will only be provided if a sufficient number of customers sign up for that Incentive.

4.4 Despite the efforts of Stelrad and/or its agents, some Rewards advertised on the Website may have been attributed with an incorrect value (i.e. the number of Points payable for that Incentive). If this is the case Stelrad will contact the Participant or the Representative (if any) and determine how best to proceed. For the avoidance of doubt, there will be no obligation on Stelrad to provide rewards for the number of Points advertised where such an error has been made, whether by Stelrad, an agent or any other third party.

4.5 The Participant acknowledges that transactions on which the Points are redeemed may be made directly with third party merchants and/or suppliers (the "Promotion Partners") who may offer links to their websites via the Website ("Third Party Sites").

4.6 Stelrad is not responsible for Third Party Sites nor for any product information or services supplied through or in connection with such Third Party Sites.

4.7 Stelrad has no responsibility for the standard, quality or otherwise of any Reward, received or supplied by a Promotion Partner or the failure of any Promotion Partner to honour a redemption.

4.8 Any dealings that the Participant, the Representative or the Nominee(s) (as defined below) may enter into with any Promotion Partner (or other third party) will be solely between them and that Promotion Partner (or other third party), including any transaction for the purchase of products from such Promotion Partners (or other third parties). All such dealings will be subject to the terms and conditions and privacy policies of such Promotion Partners (or other third parties) as are applicable to such transactions.

4.9 No change to a Reward can be made by the Participant after it has been booked in

accordance with the information submitted on the on-line redemption form.

4.10 If the Participant wishes to amend their Reward in any way, the Participant must state this when claiming their reward. Stelrad and their agents will endeavour to provide suitable arrangements and will require the Participant to pay any additional costs before such arrangements can be made. The Participant will also have to pay any additional costs if they want to return a radiator after delivery.

4.11 The Reward cannot be transferred, exchanged, sold or in any way traded.

4.12 For the avoidance of doubt, Rewards earned by a business holding an Account shall be for the benefit of the named account holder and not any other individual. It is for the named account holder (i.e. the Participant) to nominate the person or persons who is/are to receive the Incentive ("Nominee(s)") at the time the on-line redemption form is submitted.

4.13 Any Rewards that individuals from the Participant's business receive are received purely in the capacity of an agent, acting on behalf of the Participant. It will be the responsibility of the Participant to determine who has access to the Promotion on its behalf and any decision entitling individuals to be the recipient of Incentives rests with the Participant and not with Stelrad.

4.14 Rewards shall only be permitted if: (i) on the date of applying for the reward the Participant has not been suspended by Stelrad due to non-payment/legal issues.

4.15 The Participant agrees to make an individual participating in or receiving a Reward on its behalf aware of these Terms and Conditions.

4.16 All persons attending, participating in or receiving a Reward may be required to enter into a waiver of responsibility and by attending, participating in or receiving a Reward, such individuals agree to be bound by these Terms and Conditions and the terms and conditions of the relevant Promotion Partner.

4.17 Subject to clause 4.2, if a transaction on which Points are redeemed is cancelled, reversed or not completed by a Promotion Partner then, where appropriate, Stelrad will reverse the associated Point's movement when instructed by the relevant Promotion Partner.

5 Liability

5.1 Subject to clause 5.2:

5.1.1 Stelrad shall under no circumstances whatsoever be liable to the Participant (or any individuals selected by the Participant to receive an Incentive), whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any acts or failures of any Promotion Partner or other third party or for any loss of profit, or any indirect or consequential loss arising under or in connection with the Promotion or the participation in the Promotion of any Participant or any individual selected by the Participant to receive a Reward; and

5.1.2 Stelrad accepts no responsibility for any loss or damage caused by the negligence of Stelrad, its servants or agents out of or in connection with this Promotion except where caused by wilful neglect of Stelrad, its employees or agents.

5.2 Nothing in these Terms and Conditions excludes or limits Stelrad's liability for:

5.2.1 death or personal injury resulting from the negligence of Stelrad, its employees or agents;

5.2.2 fraud or fraudulent misrepresentation; or

5.2.3 any matter in respect of which it would be unlawful for Stelrad to exclude or restrict liability.

5.3 Nothing in these Terms and Conditions excludes or limits Stelrad's liability for:

5.3.1 any breach of these Terms and Conditions by the Participant or any person it selects to receive the Incentive; and

5.3.2 the:

5.3.2.1 delivery of any Reward;

5.3.2.2 acceptance of any Reward;

5.3.2.3 use of any Reward; and/or

5.3.2.4 misuse of any.

5.4 Stelrad recommends that the Participant obtains suitable insurance in respect of the attendance, participation or receipt of a Reward by the Participant or any individual selected by it. Obtaining any such insurance is at the Participants discretion and is for its own account. Stelrad shall not be responsible for any such insurance.

5.5 Stelrad will not accept liability for changes to a Reward. Stelrad accepts no responsibility for any loss incurred as a result of these changes.

5.6 No cash equivalent shall be provided for the Rewards.

5.7 Stelrad undertakes to use reasonable efforts to ensure that its agents and its Promotion Partners maintain adequate email, internet and other communication links but is not otherwise responsible for and shall not be liable for: (i) late, lost, delayed, damaged, misdirected, incomplete, illegible, or unintelligible registrations; (ii) telephone, electronic, hardware, or software program, network, internet, or computer malfunctions, failures, delays or difficulties; (iii) errors in transmission; or (iv) deliveries of Rewards attempted but not received. If the Participant is disqualified, Stelrad, its agents and its Promotion Partners shall be under no obligation to publish this fact on the Website or anywhere else.

6 Taxes

6.1 The Participant acknowledges and agrees that accepting a Reward may be subject to tax and/or National Insurance. The Participant shall be fully responsible for and shall indemnify Stelrad for and in respect of any VAT, corporation tax, income tax, National Insurance and social security contributions and any other liability, deduction,

contribution, assessment or claim arising from or made in connection with receipt by the Participant or any individual selected by it of a Reward. For further information the Participant should contact its nearest HMRC Office.

7 Termination

7.1 Stelrad reserves the right to amend, suspend or withdraw this Promotion or any Reward in whole or in part at any time without prior notice or compensation.

7.2 Stelrad may terminate the Participant's participation in the Promotion and cancel or suspend any Points in the Participant's Installer Loyalty Club Account by notifying the Participant and/or the Representative (if any) in writing if Stelrad reasonably believes that the Participant and/or the Representative:

7.2.1 has acted in a way that harms Stelrad, any of its agents, the Promotion or any Promotion Partner;

7.2.2 has engaged in any illegal or fraudulent activities;

7.2.3 has collected or redeemed Points dishonestly or in a way that breaks these Terms and Conditions;

7.2.4 has acted in a hostile, abusive or aggressive manner towards any of Stelrad's staff, any of its agents' staff or any of its Promotion Partner's staff;

7.2.5 has knowingly provided false or misleading information at any time in relation to the Participant's participation in the Promotion;

7.2.6 has breached or attempted to breach any of the terms relating to the Participant's Installer Loyalty Account;

7.2.7 has had a zero balance on its Installer Loyalty Club Account for a consecutive 6-month period.

7.3 In the event that the Participant's Installer Loyalty Club Account is withdrawn from the Promotion or is terminated at Stelrad's discretion the Participant's right to use any accumulated Points will be forfeited and the Participant will not be entitled to any compensation or damages from Stelrad, its agents or any third party.

7.4 The Participant or the Representative can choose to withdraw the Participant's participation in the Promotion at any time by contacting the Promotion Administrator via the email address or telephone number referred to in clause 2.5 above. Any accumulated Points not claimed by the date of withdrawal shall be forfeited and the Participant will not be entitled to any compensation or damages from Stelrad and/or its agents.

8 Competitions and Promotions

8.1 From time-to-time Stelrad may run a competition or Promotion for Participants in the Promotion. When this occurs, a list of the successful Participants, by first name and County, will be available from the Stelrad Radiators, Stelrad House, Marriott Road, Mexborough, Rotherham S64 8BN.

8.2 Stelrad may from time to time offer Participants the opportunity to earn bonus Points. Any such offer(s) shall be subject to additional terms and conditions which will be communicated by Stelrad at the relevant time.

8.2 Special 2019 Promotions

8.2.1 Double points offer is only valid for purchases of Vita and Softline Concord products between the 4th-8th November 2019

8.2.2 Double points offer is only valid for purchases of Vita and Softline Premium Panel radiators (Vita and Softline Deco, Vita and Softline Plan, Vita and Softline Deco Concept, Vita and Softline Plan Concept) between the 18th-22nd November 2019

8.3.3 Qualifying invoices for promotions stated in 1.8.1 & 1.8.2 need to be claimed within 6 months after the end of the promotional period in order to be awarded double points.

8.3 Special 2020 Promotions

8.3.1 Points will be awarded for Vita Compact Radiator Packs purchased from Grahams Plumbers Merchant, during 1st January to 31st March 2020. As advertised in the Q1 2020 Graham Trade Saver.

8.3.2 Members who upload an invoice between 1st January and 30th April 2020 can apply for a free polo shirt by adding their size into the comments box. Polo shirts and sizes are subject to availability. Offer only available on the first valid invoice uploaded.

8.4 Special Promotions 2021

8.4.1 Q1 2021 double points promotion. Purchase a Vita or Softline Deco Vertical Concept, Plan Vertical Concept, Concord Vertical Concept or Concord Slimline Concept or one of the new Stainless Steel Towel Rails, Como, Concord Side Concept, Concord Side Chrome, Lecco or Concord Chrome Verticals from the Boutique Series before 31st March 2021 and you will receive double loyalty points when your points are awarded. Invoices must show that the purchase date is between 1st January 2021 and 31st March 2021. Invoices will be accepted for up to 6 months from 1st January, therefore 30th June 2021.

8.4.2 Double points will be awarded for purchases made via Wolseley for any premium Vita Series radiator, during 1st August and 31st December 2021.

This applies to the following products: Vita Silhouette, Vita Silhouette Concept, Vita Deco, Vita Deco Concept, Vita Plan, Vita Plan Concept, Vita Column, Vita Column Concept, Vita Column Vertical, Vita Column Vertical Concept, Vita Ultra, Vita Compact Vertical, Vita Deco Vertical, Vita Deco Vertical Concept, Vita Plan Vertical, Vita Plan Vertical Concept, Vita Concord Plane, Vita Concord Vertical, Vita Concord Vertical Concept, Vita Concord Slimline, Vita Concord Slimline Concept.

This promotion also includes 10 points for every £100 spent on Vita Compacts, including Vita Compact Rad Packs if bought via Wolseley during 1st August and 31st December 2021.

Points must be claimed within 6 months after the end of the promotional period in order to be awarded double points.

8.4.3. Double points will be awarded for any qualifying invoices, for Installers who sign up or identify themselves as a Gas App or Plumb App users during 1st – 30th October 2021.

8.4.4 Members will be awarded either 50 points or 25 points depending on their claim history as a special one-off Christmas bonus. Not valid with any other promotion. One claim per member. Invoices can be from previous month, and will count as long as they are submitted in December 2021. Claims must be received by Monday 20th December 2021 in order to process rewards for Christmas. Claims uploaded from Tuesday 21st December 2021 onwards will be issued in January 2022. There is a one week grace period for December claims to be uploaded due to Christmas office closure, promotion ends Friday 7th January 2022.

9 Data Protection and Publicity

9.1 By participating in the Promotion, the Participant, and any Nominee(s) or other individual who accepts or agrees to receive any Reward at the direction of the Participant, consent to:

9.1.1 Stelrad processing the Participant's and any such individual's data; and

9.2 The Participant may be asked to participate in future publicity or PR activities, which may involve taking photographs. The Participant shall use its best endeavours to participate in such activities and procure that any Nominees or individuals selected by it to receive any Reward participate in such activities.

9.3 The Participant understands and accepts that as a Participant in the Promotion they will be sent regular updates (generally by email) by Stelrad on the status of their Installer

Loyalty Club Account, including their claim and reward status.

9.4 Participants will also receive Account Updates communications about their points balance and the number of Points accrued to date (“Account Updates”). Participants can opt-out at any time.

9.5 In addition to this, Participants can opt-in to receive Marketing Updates (“Marketing Updates”) which may include product news, upcoming events and competitions, offers and promotions, help guides and videos, heat loss programme information and SRG news.

9.6 Stelrad’s Privacy Policy sets out the information that Stelrad will gather on Participants, Representatives and Nominees, how a Participant earns and redeems Points, how this information will be used and who it may be shared with. Every Participant and Representative (if any) should carefully read the latest version of the Privacy Policy. If a Participant notifies Stelrad that they do not wish to receive marketing information referred to in clause 9.4 above from Stelrad, its agents and/or its Promotion Partners or be contacted by Stelrad, its agents and/or its Promotion Partners for promotional purposes, Stelrad will comply with such request and pass on any relevant request to the relevant agents and/or Promotion Partners.

10 Additional terms and conditions

10.1 The Rewards are supplied by Promotion Partners and the receipt of a Reward by the Participant (or any individual selected by it) will be subject to such Promotion Partner’s terms and conditions, which should be read carefully.

10.2 In addition to, or in conjunction with, these Terms and Conditions and the applicable terms and conditions of any Promotion Partners, the terms of these Terms and Conditions will apply to specific Rewards.

11 General Conditions

11.1 These Terms and Conditions replace all previous versions and are correct as at the date published. Stelrad reserves the right to amend these Terms and Conditions, the Website Terms of Use, the Privacy Policy, the Acceptable Use Policy and/or the Cookie Policy at any time. Participants who continue to participate in the Promotion following any such amendments will be considered to have accepted such updated documents.

11.2 Any advice or actions of Stelrad’s staff, the staff of any of the agents or the staff of any Promotion Partners engaged in connection with the Promotion, that is contrary to these Terms and Conditions will not have the effect of amending these Terms and Conditions.

11.3 Stelrad (and its employees, officers, directors, agents, marketing partners and affiliates) shall not be in breach of these Terms and Conditions or be liable for any disruption to the Promotion or an Incentive, or any delay in performing or failure to perform, any of its obligations under these Terms and Conditions if such disruption, delay or failure results from events beyond the reasonable control of Stelrad and/or its agents.

11.4 Stelrad reserves the right to vary these Terms and Conditions or cancel the Promotion at any stage in the event of circumstances arising beyond its reasonable control.

11.5 The Promotion is a standalone promotion and does not amend normal terms and conditions of trading as between Stelrad and its customers, which will continue to apply.

11.6 No failure or delay by Stelrad to exercise any right or remedy provided under these Terms and Conditions or by law shall constitute a waiver of that or any other right or remedy, nor shall it preclude or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.

11.7 No one other than Stelrad and the Participant, their successors and permitted assignees, shall have any right to enforce any of these Terms and Conditions.

11.8 Nothing in these Terms and Conditions is intended to or shall be deemed to; establish any partnership between Stelrad and any of the Promotion Partners.

11.9 These Terms and Conditions, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the English courts shall have exclusive jurisdiction over any proceedings in connection with these Terms and Conditions and the Stelrad Promotion.

12 IT Liability

Stelrad and its affiliates are not responsible for lost, interrupted or unavailable network service or other connections, miscommunications, computer or technical failure, or incorrect or inaccurate bidding information howsoever caused or other error of any kind whether human, mechanical or electronic. The Participant's statutory rights are not affected by any of the above Terms and Conditions.

Any correspondence regarding the Promotion should be addressed to the Installer Loyalty Club Promotion Administrator at: *Installer Loyalty Club, Stelrad Radiators, Stelrad House, Marriott Road, Mexborough, Rotherham, S64 8BN*. Copies can also be sent to Loyalty@stelrad.com.