

Recommend a friend on Facebook

Policy Terms & Conditions

Last updated on 26th February 2020.

TERMINOLOGY:

Referral - The new customer who has been referred to Custom Heat's Services.

Referrer - The existing customer who referred Custom Heat's Services online.

SCOPE OF RECOMMEND A FRIEND SCHEME:

1. The promoter is: Custom Heat Ltd company no. 04239365 whose registered office is at 164 Lawford Rd, Rugby CV21 2HL.
2. The RAF (Refer A Friend) scheme is open to residents of the United Kingdom aged 18 years or over except employees of Custom Heat and their close relatives and anyone otherwise connected with the organisation or judging of the competition.
3. There is no entry fee to enter this RAF Scheme, but the referral customer must purchase a service in order to comply.
4. By referring a friend to Custom Heat's services via this RAF Scheme, an entrant is indicating his/her agreement to be bound by these terms and conditions.
5. Route to entry for the RAF Scheme and details of how to recommend are via Facebook <https://www.facebook.com/customheatltd/> and within our T&C's found at <https://customheat.co.uk/terms>
6. Only one referral will be accepted per person. Multiple entries from the same person will be disqualified. Only one referrer will be rewarded per referral, upon completion of services & payment.
7. Closing date for recommendations will be at the discretion of Custom Heat. After the RAF Scheme has ended, no further recommendations to the RAF Scheme will be permitted. Custom Heat Ltd reserves the right to end the RAF scheme with no prior notification or warning.
8. No responsibility can be accepted for a recommendation not received for whatever reason.

9. In order to receive a voucher reward, the referrer & referral must comply with the following steps:

The referral must specify the referrer's name upon first acquisition of services to Custom Heat and state that how the recommendation was provided. Recommendations must be provided via Facebook and tag @CustomHeatLtd in a recommendation post.

The referral must be able to provide evidence of the Facebook recommendation upon request from Custom Heat Ltd.

The referral must proceed to book a service from Custom Heat Ltd. and once the service has been completed and payment has been received, the referral should provide the following contact details for the referrer:

- Full Name
- Telephone Number
- Email address

Upon completion of the work, Custom Heat Ltd. will proceed to contact the referrer to confirm the voucher.

The referrer must choose between an Amazon or a Love2Shop e-voucher and notify Custom Heat Ltd.

10. The promoter reserves the right to cancel or amend the RAF Scheme and these terms and conditions without notice in the event of a catastrophe, war, civil or military disturbance, act of God or any actual or anticipated breach of any applicable law or regulation or any other event outside of the promoter's control. Any changes to the competition will be notified to entrants as soon as possible by the promoter.

11. The promoter is not responsible for inaccurate contact or reward details supplied to any entrant by any third party connected with this competition.

12. The voucher reward is as follows:

If your friend has a boiler service, repair or call out type service, you'll receive a £10 Amazon or Love2Shop voucher.

If they have a new boiler fitted, we'll send you a £25 Amazon or Love2Shop voucher.

If they proceed with a new bathroom fitting or similar type service you'll receive a £50 Amazon or Love2Shop voucher.

The reward as stated and no cash, or other alternatives will be offered. The reward is not transferable. Rewards are subject to availability and we reserve the right to substitute any prize with another of equivalent value without giving notice.

13. The referrer will be named by the referral and contacted details should be provided by the referrer upon first acquisition of services.

14. The winner will be notified by email and/or DM /Facebook and/or by telephone within 28 days of confirmed service completion. If the winner cannot be contacted or does not claim the reward within 14 days of notification, we reserve the right to withdraw the prize from the referer.

15. The promoter will notify the winner when and where the prize can be collected / is delivered. The referer will receive their voucher via email, which will be sent to the email address provided with notification of voucher desired.

Referrals who have specified that they do not have an email address will receive contact from a member of Custom Heat Ltd will to discuss their voucher delivery - via post or collection from Custom Heat Ltd Office at 164 Lawford Rd, Rugby CV21 2HL.

Custom Head Ltd does not accept responsibility for any delayed, lost or damaged post.

16. The promoter's decision in respect of all matters to do with the RAF Scheme will be final and no correspondence will be entered into.

17. By entering this RAF Scheme, the entrant is indicating his/her agreement to be bound by these terms and conditions.

18. The RAF Scheme and these terms and conditions will be governed by English law and any disputes will be subject to the exclusive jurisdiction of the courts of England.

19. The referrer agrees to the use of his/her name and image in any publicity material, as well as their entry. Any personal data relating to the winner or any other entrants will be used solely in accordance with current [UK] data protection legislation and will not be disclosed to a third party without the entrant's prior consent.

20. Entry into the RAF Scheme will be deemed as acceptance of these terms and conditions.

21. The referral must be a new customer to Custom Heat Ltd and have not previously used their services.

21. This promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook, Amazon, Love2Shop or any other Social Network. You are providing your information to Custom Heat Ltd. and not to any other party. The information provided will be used in conjunction with the following Privacy Policy found at <https://customheat.co.uk/privacy>