

## Customer Loyalty Programme

In recognition of the loyalty shown by our customers, Specflue are pleased to operate a customer loyalty programme to give a range of benefits to our customers trading in the domestic flue and chimney markets for their continued business. The scheme year is March to February and as an existing customer of Specflue you will automatically be enrolled into the scheme, (you may opt out if you wish, please send an email to [marketing@specflue.com](mailto:marketing@specflue.com))

### How do I earn points?

The trigger point for joining the scheme is a minimum annual spend of £10,000 in a scheme year (March to February) once you have triggered this threshold you will start to accrue points on an ongoing basis. For every £1 spent with Specflue on standard stocked products, you will be awarded 1 Loyalty Point. Your initial spend of £10,000 will not be unrewarded as you will be credited 10,000 points to your loyalty account once your loyalty account has been triggered.

During the course of a year, promotions may be run by Specflue where additional loyalty points will be awarded for purchase of certain products within the promotion.

Monthly statements will be issued by email to all active members of the scheme. (If you do not receive the Specflue emails in your inbox please check your spam files, and ensure Specflue is on your email Approved or Safe Sender list)

Specflue loyalty points will have a validity of two years from their date of issue.

### How can I spend my points?

Accrued points may be exchanged for:

Specflue standard products  
Training at the Specflue National Training Academy or Renewable Training  
Centre Love2Shop Vouchers, accepted by over 100 retail outlets, see  
[www.love2shop.co.uk](http://www.love2shop.co.uk)

To redeem points, send an email to [loyalty@specflue.com](mailto:loyalty@specflue.com) please state how many points you wish to redeem and how you would like to redeem them. Specflue will process your request within 10 working days.

### What value do my points have?

Loyalty points may be exchanged at the following rates:

Product - £50 of product nett ex vat would cost 5,000 Points  
Training - £100 contribution towards a Specflue training course would cost 5,000 Points  
Love2Shop Voucher - £10 voucher would cost 2,000 Points

## Customer Loyalty Programme

### Terms and Conditions

Specflue Limited are offering a Loyalty programme with a view to offering more value to their customers (the Scheme). The following terms and conditions apply to this scheme and usage of the scheme will be considered as constituting acceptance of these terms and conditions by the scheme member.

1. The Scheme is operated and promoted by Specflue Ltd, 8 Curzon Road, Sudbury, Suffolk, CO10 2XW.
2. These terms and conditions, in conjunction with the privacy policy, are applicable across the Scheme. Additional terms and conditions may apply for optional elements of the Scheme, examples of which include but are not limited to, Christmas savers, club membership, and gift cards. Members participating in the optional elements of the Scheme will be deemed to have accepted any applicable additional terms and conditions.
3. Any items issued by Specflue in relation to the Scheme remains the property of Specflue Ltd.
4. Specflue may at any time terminate the Scheme or alter or amend the terms & conditions of operation of the Scheme. Specflue retain the right to alter products included or excluded from the Scheme
5. All members of the Scheme must be resident within the UK and be over the age of 16.
6. Members are only entitled to one account. Specflue reserve the right to refuse, merge or close additional accounts at any time.
7. The Loyalty account cannot be used as a credit /debit or guarantee for purchases.
8. Members must have their details registered with Specflue and keep Specflue informed of any changes to these details. Specflue cannot be held responsible for any loss of points or activities on the Scheme as a result of out of date member details.
9. The Scheme is non-transferable to any other member or individual, cannot be copied and can only be used by the member who is named and registered for the Scheme.
10. The Scheme member must keep their account details safe and must not share them with any third parties.
11. The security of the account details remains the responsibility of the Scheme member. Specflue cannot be held responsible for any loss or damage arising from the member failing to ensure the safe-keeping of these items.
12. Specflue may decline to issue, withdraw or cancel Scheme accounts and points, in whatever form, and/ or remove a member from the Scheme at any time where Specflue have a reasonable belief that there may be:
  - a. Any abuse or attempted abuse of the Scheme
  - b. Any breach or attempted breach of these terms and conditions and/or those relating to the optional elements of the

Scheme.

- c. Any behaviour relating to the Scheme or Specflue that involves theft, misconduct, abusive or offensive behaviour, or supplying false or misleading information.

13. The loyalty account cannot be bought, sold or in any way traded.
14. The Scheme only applies to domestic flue, stove and associated products
15. Customers will be auto enrolled into the Scheme but may opt out at any time by sending an email to [marketing@specflue.com](mailto:marketing@specflue.com) with the heading 'Loyalty Scheme Opt Out'.
16. Points can only be collected on stocked items
17. Where product is returned then the equivalent point value will be deducted from the account
18. Points have no monetary value and cannot be exchanged for cash.
19. Members can choose to leave the Scheme at any time. By leaving the Scheme members forfeit the right to any points accrued or issued.
20. In addition, Specflue reserve the right to:
  - a. Stop issuing new accounts at any time;
  - b. On notice, to amend the benefits of the Scheme at any time;
  - c. On notice, to alter or amend the terms and conditions of operation of the Scheme;
  - d. On notice, withdraw or cancel the Scheme and / or points (including redemption and issue of such) and / or terminate the Scheme.
  - e. Remove points from accounts that haven't been used for two years or have been closed
21. Specflue will notify Scheme members of any changes to these terms and conditions. Notices detailing the revised terms and conditions will be available on [specflue.com](http://specflue.com).
22. Nothing herein contained is intended to affect, nor will it affect, a Consumer's statutory rights under The Supply of Goods and Services Act 1982, The Sale of Goods Act 1979, The Unfair Contract Terms Act 1977, The Consumer Protection Act 1987, The Sale and Supply of Goods to Consumers Regulations 2002 or the Consumer Protection from Unfair Trading Regulations 2008 or any amendments thereof or statutory additions thereto.
23. These terms and conditions and the Scheme are subject to the laws of England and Wales and any disputes will be decided by the Courts of England and Wales.
24. Employees of the Specflue group are excluded from the Scheme.
25. The Scheme applies to customers installing products in a domestic environment and only where they are employed directly by the homeowner.

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