

## WiloXperts

### Terms & Conditions

1. These terms and conditions govern the collection and use of WiloXperts points and set out the terms of the contract between Wilo UK limited ("us/we") and each WiloXperts registered member. A prospective WiloXperts member must work for a small plumbing and heating installation company (1 – 10 employees) registered in the UK.
2. Prospective members can register with the WiloXperts loyalty scheme by applying for membership via [www.wiloxperts.co.uk](http://www.wiloxperts.co.uk) and can then earn loyalty points by logging invoices (no more than 3 calendar months old) of qualifying Wilo products into the WiloXperts portal. A WiloXperts member can earn further points by logging further invoices.
3. We will approve the set-up of a WiloXperts account and we will record points earned and redeemed by each qualifying WiloXperts member. Your registration will be rejected if you do not work for a small plumbing and heating installation firm based in the UK. We may refuse applications to WiloXperts for any good reason.
4. All WiloXperts members must have a registered UK, Channel Island or Isle of Man business address and VAT number. Changes of address must be notified to us. WiloXperts members must be over 18. Every business joining WiloXperts must have only one individual to manage and operate the WiloXperts account on its behalf. The business will ensure that this person is aware they have been authorised and that their details have been provided. All points earned on that WiloXperts account will accrue to the business. The business can change the primary contact at any time, but only one contact per business will be allowed.
5. Each qualifying Wilo product in the WiloXperts scheme has been allocated a loyalty points value. Loyalty points will be earned for qualifying Wilo product transactions when a genuine invoice is loaded into the WiloXperts portal (of no more than 3 months old) and where qualifying product purchases are clearly visible.
6. Loyalty points cannot be redeemed until invoices have been verified and points have been credited to a WiloXperts account. Should your invoice not qualify, we will notify you by email, providing a reason for rejection. Invoices over 3 months old will be rejected. Invoices for products sold by companies outside of the UK will be rejected.
7. Loyalty points can be saved up and traded in for Amazon Gift Cards at any time with no expiration date, however we cannot guarantee that the amount of points and gift card value will remain unchanged. We reserve the right to change the points value allocated to any qualifying WiloXperts product at any time, and to add or remove any Wilo products from the loyalty scheme without notice. All points and gift cards are subject to availability. All rewards are subject to availability. Transactions on which points are earned or redeemed are made directly with the relevant Sponsor or Supplier and we have no responsibility for

the delivery, standard, quality or otherwise of any goods and services received or supplied or the failure of a Supplier to honour a redemption or make a specific reward available. These transactions and all rewards are subject to all applicable legal rules and the terms and conditions (including booking requirements, cancellation restrictions, return conditions, warranties and limitations of liability) of the Sponsor or Supplier.

8. Points will expire after 12 months and will be lost if the relevant account is closed or the programme ends. Where points are redeemed for a gift card carrying a specified cash discount or benefit, the gift card may have an expiry date specified on it and will be subject to any other terms and conditions stated on the gift card or otherwise publicised. Wilo UK is not liable for any expiry date which may apply to Amazon Gift Cards that have been redeemed. The terms and conditions stated on the voucher or otherwise publicised by Amazon will be applicable in this case.
9. Redeemed points can only be redeemed once. If a duplicate invoice is uploaded to WiloXperts against which points have already been issued or redeemed, we will reverse the associated points. If we suspect fraud or misconduct, your account may be suspended.
10. WiloXperts loyalty points are personal to each individual member and cannot be transferred between users.
11. Loyalty points can only be earned, held, transferred or redeemed as set out in these terms and conditions. Any other use, award, sale, exchange or transfer of points, or attempt to do so, is a serious breach of these rules. Any points not earned and held in accordance with these rules will be invalid and cannot be redeemed for Amazon Gift Cards. Any such points on a WiloXperts account will be deducted and, if they are redeemed, we will ask Amazon to cancel the relevant rewards and we may take other appropriate action. Points from more than one WiloXperts account cannot be combined to redeem for the same reward. Points have no cash value. All points issued are at the discretion of Wilo UK. Vouchers should be treated like cash. We cannot be responsible for any unauthorised use of points or any lost or stolen gift cards.
12. Our Privacy Policy sets out the information that we will gather on WiloXperts members and how they earn and redeem points, how this information will be used and who it may be shared with. We will comply with our Privacy Statement – every WiloXperts member should read it carefully: [Data Protection & Privacy Policy | Wilo](#). If a member notifies us that they do not wish to receive marketing information from us or be contacted by us for promotional purposes in connection with Wilo we will comply with such request. If for any reason we need to transfer personal information outside the European Union for a specific purpose, we will ensure that it is treated to UK standards.
13. We will make every reasonable attempt to remind you of your ability to collect WiloXperts rewards points, however may close any WiloXperts account on which no points have been earned or redeemed for a continuous period of at least 12 months. A member can close their WiloXperts account at any time by notifying us. If a WiloXperts account is closed, your right to redeem points from that account are lost.

14. We may make changes to these terms and conditions and will give members as much notice as we reasonably can. Earning or redeeming points on a WiloXperts account will constitute acceptance of the revised terms and conditions. We may suspend or terminate WiloXperts but will give as much notice as we reasonably can before we do so. If this happens all WiloXperts accounts will be suspended or terminated.
15. We may, on notifying the account holder, immediately suspend or terminate the rights of any WiloXperts account holder, and/or close any relevant account, if they breach these Terms and Conditions, if we reasonably believe that they have dealt with points in a manner not permitted by these Terms and Conditions, if there is any theft from or misconduct in connection with us, or any Supplier, if they supply false or misleading information to us or if they are abusive or offensive to any member of our staff. An account holder can close their account at any time by notifying us. If an account is closed everyone's rights to redeem points from that account are lost.

You can contact us by logging into [www.wiloxperts.co.uk](http://www.wiloxperts.co.uk) or by calling 01283 523 000.

Wilo UK Ltd is a company registered in England under company number 1944189, whose registered office is at Second Avenue, Centrum 100, Burton on Trent, DE14 2WJ.