

Loyalty Scheme Terms and Conditions



1. Important information

- 1.1. These Terms and Conditions set out the contractual relationship between Airtight Testing Staffordshire and you in respect of the Airtight Testing Staffordshire "loyalty scheme".
- 1.2. These Terms and Conditions will apply to your membership of the Scheme. Please read the Terms carefully and make sure that you understand them. You will be legally bound by them when you register for the Scheme. If you do not wish to be bound by the Terms please do not register for the Scheme.
- 1.4. We will not necessarily file a copy of the Terms specifically in relation to your use of the Scheme. You should therefore save a copy of the Terms to your computer for future reference.
- 1.5. We may amend or terminate the Scheme or amend any of these terms and conditions at any time.
- 1.6. The Terms are only in the English language.

2. Registration Process and Rules

- 2.1. The loyalty program is free to sign up for, simply email us saying 'opt in' along with your name/Company name and you will be registered.
- 2.2. When registering for the Scheme you agree to provide us with accurate and complete registration information. It is your responsibility to ensure that the information provided us with correct and up to date information. If you discover you have made a mistake with your registration details after you have submitted them to us or your details change, please contact us immediately so that we can correct our records as soon as possible.
- 2.3. Only one membership is permitted per individual/company.
- 2.4. For existing customers who have previously purchased our services. Your purchases can be backtracked (providing they were not part of any promotion or specialised written contract) meaning once you sign up for the loyalty scheme you may automatically qualify for a reward immediately. For example, if you have made 5 'Bookings' (**refer to section 3.1**) and then you complete the registration process for the loyalty scheme, you will automatically be rewarded with 5 bonus points meaning you are half way to being rewarded.

3. General points

- 3.1. A booking is referred to as an agreement and execution of an airtightness test on a domestic dwelling you have a contractual agreement to work on or have legal ownership. A Booking may refer to multiple buildings when they are booked together meaning the same invoice or bill is issued for all of the buildings at the same time. Thus, counting as one booking and one loyalty point. A re-test is not counted as separate booking and can not be claimed as a loyalty point.
- 3.2. Once 10 bookings have been made, you may claim your free Air Tightness Test.
- 3.3. The free test can be claimed on any domestic dwelling within the United Kingdom providing the envelope area is below 400m².
- 3.4. You can claim your free air test on a booking with multiple plots, in this case, the full price of the first house is deducted and you are only charged the discounted rate for additional houses.
- 3.5. Once your reward from the loyalty scheme has been claimed, your loyalty scheme will restart, all previous 'bookings' will be erased and cannot be used again, meaning you start at 0 points and need to complete another 10 bookings to claim a further reward.

4. Additional information

4.1. Airtight Testing Staffordshire has the legal right to withdraw its loyalty scheme at any time, in the case where customers have collected loyalty points or have an unclaimed free test, Airtight Testing Staffordshire has the right to refuse to complete the test or compensate any existing loyalty points.

4.2. We may, at our sole discretion, refuse to issue membership into our loyalty scheme. We may, at our sole discretion remove any or all participants from the Scheme at any time.

4.3. It is Airtight Testing Staffordshire's sole discretion as to if your booking qualifies for the loyalty scheme and can refuse to issue a loyalty point at any time.

4.4. We reserve the right to refuse to complete a test on a property we suspect does not meet our requirements for a free test.