

## **Loyalty Reward Scheme**

### **Benefits and Membership**

The Loyalty Reward Scheme is organised by WCF Ltd T/A WCF Chandlers, hereafter known as WCF Chandlers.

Each member of the Loyalty Reward Scheme will receive the following annually:

- Two free upgrades to our premium heating oil, Keromax or AGA Max (unless opted out)
- Entry into our quarterly Prize Draw
- Quarterly Newsletters via email marketing

To be part of the Loyalty Reward Scheme you must order a minimum of 500 litres of heating oil directly from WCF Chandlers via 01476 576200 or our website, [www.wcfchandlers.com](http://www.wcfchandlers.com) in a one off order, at least once every 12 months.

The Loyalty Reward Scheme and its benefits are offered at the sole discretion of WCF Chandlers

### **Loyalty Scheme Terms and Conditions**

**Please read these terms and conditions carefully.**

#### **General**

These terms and conditions together with our Privacy Policy, Cookies Policy and Website Terms and Conditions ('Terms') will apply to your membership of the Loyalty Reward Scheme.

WCF Chandler may update the Terms from time to time, for example, to comply with changes in the law or to take account of new features to the Loyalty Reward Scheme. If we have to revise these Terms, we will give you at least one month's written notice of any changes. To the extent that you find the changes unsatisfactory then you can choose to cancel your membership to the Loyalty Reward Scheme by emailing us as [loyaltyreward@wcfchandlers.co.uk](mailto:loyaltyreward@wcfchandlers.co.uk).

WCF Chandlers reserves the right at any time to cancel, discontinue; temporarily or permanently; or amend the Loyalty Reward Scheme or these rules without prior notice (including, without limitation, in the case of anticipated, suspected, or actual fraud).

In the event of any dispute regarding the rules, notice, conduct or result of the Loyalty Reward Scheme, the decision of WCF Chandlers shall be final and binding and no other correspondence or discussion shall be entered.

All Employees of WCF Ltd and employee's family members are exempt from the Loyalty Reward Scheme.

To be a member of the Loyalty Reward Scheme you must be a UK resident and aged 18 years or over at the time of entry. Only one membership per person/email address is permitted.

To be eligible for membership to the Loyalty Reward Scheme you must purchase a minimum of 500 litres of heating oil directly from WCF Chandlers via 01476 576200 or our website, [www.wcfchandlers.com](http://www.wcfchandlers.com) in a one off purchase, at least once every 12 months. The qualifying period shall run from 1 January to 31 December.

To apply for the Loyalty Reward Scheme, you must send a request to join via

- Post - WCF Chandlers, Warren Way, Alma Park, Grantham NG31 9SE
- Email – [loyaltyreward@wcfchangers.co.uk](mailto:loyaltyreward@wcfchangers.co.uk)
- Phone – 01476 576200

When registering for the Loyalty Reward Scheme you agree to provide us with accurate and complete registration information. It is your responsibility to ensure that the information provided by you to us is correct and kept up to date. If you discover that you have made a mistake, or your details change, please contact us immediately by emailing us at [loyaltyreward@wcfchangers.co.uk](mailto:loyaltyreward@wcfchangers.co.uk) so that we can correct our records as soon as possible.

You may cease to be a member of the Loyalty Reward Scheme at any time by contacting us by post or email us at [loyaltyreward@wcfchangers.co.uk](mailto:loyaltyreward@wcfchangers.co.uk).

We may at any time suspend or terminate your membership without notice if, in our reasonable opinion, there has been a serious failure by you to comply with your responsibilities in the Terms. In such circumstances, WCF Chandlers may also take any other action it considers appropriate, including, but not limited to, withholding your entry into the prize draws.

We may discontinue the Loyalty Reward Scheme at any time but will give you reasonable prior notice of this.

If we or you end your membership of the Loyalty Reward Scheme, we may delete our records of your membership and your data without any liability to you.

WCF Chandlers accepts no responsibility for any damage, loss, liabilities, injury, or disappointment incurred or suffered by yourself because of entering the Loyalty Reward Scheme. WCF Chandlers further disclaims liability for any injury or damage to your or any other person's computer relating to or resulting from participation in or downloading any materials in connection with the Loyalty Reward Scheme.

WCF Chandlers accepts no responsibility for membership requests that are lost, delayed, damaged, misdirected, incomplete or cannot be delivered or entered for any technical or other reason. Proof of delivery of the request is not proof of receipt by Loyalty Reward Scheme.

We will not be responsible for any losses you suffer or other consequences as a result of you providing incorrect or out-of-date details to us.

### **Prize Draws**

The Prize Draw is promoted by WCF Chandlers of Warren Way, Alma Park, Grantham, Lincolnshire NG31 9SE as part of the Loyalty Reward Scheme.

As part of the Loyalty Reward Scheme WCF Chandlers will hold a minimum of four Prize Draws annually. The Prize Draw will be open to all Loyalty Reward Scheme members and each member will be automatically entered into the prize draw.

The Prize Draw will be made on a quarterly basis.

WCF Chandlers accepts no responsibility for entries that are not successfully completed due to a technical malfunction, computer hardware or software failure, satellite, network, or server failure of any kind.

The quarterly prize will contain items chosen at WCF Chandlers sole discretion. Details of the prize will be communicated to the Loyalty Reward Scheme members prior to the prize draw. If the prize includes 500 litres of home heating oil (28 second burning oil) then such prize will only be available for standard delivery within the WCF Chandlers distribution area. The prize is valid for 12 months from the date of the prize being sent out to the winner of the draw. It is at WCF Chandlers discretion and details of the Prize will be communicated to the members prior to the prize draw.

The winners will be selected at random which will be performed by a computer process.

The Draw prizes are non-transferable.

The winners will be notified by e-mail or post (using the details provided to WCF Chandlers when purchasing heating oil) within seven days after the draw.

If a prize is unclaimed after reasonable efforts have been made by WCF Chandlers to contact the winner then WCF Chandlers will be entitled to dispose of the prize as we think fit without any liability to the winner for having done so.

Once claimed the prize is valid for 12 months from the date that the prize details are sent to the winner. To redeem the prize, the winner must provide a postal address (within the WCF distribution area) to WCF Chandlers, who will deliver the prize via standard UK delivery within 7 days of receipt of the postal address. The prize may not be claimed by a third party on behalf of the member.

The prize for the winner is non-exchangeable, non-transferable and no cash alternative is offered.

The decision of WCF Chandlers regarding any aspect of the prize draw is final and binding and no correspondence will be entered into about it.

WCF Chandlers must either publish or make available information that indicates that a valid award took place. To comply with this obligation WCF Chandlers will send the surname or company name and county of the winners, to anyone who emails [sales@wcfchandlers.co.uk](mailto:sales@wcfchandlers.co.uk) or writes to Warren Way, Alma Park, Grantham, Lincolnshire NG31 9SE (enclosing a self-addressed envelope) within one month after the date of the prize draw. If you object to any or all of your surname and county being published or made available, please contact WCF Chandlers [loyaltyreward@wcfchandlers.co.uk](mailto:loyaltyreward@wcfchandlers.co.uk). In such circumstances, WCF Chandler must still provide the information to the Advertising Standards Authority on request.

As part of the Loyalty Reward Scheme members are deemed to have accepted and agreed to be bound by these terms and conditions in respect of each prize draw. WCF Chandlers reserves the right to refuse entry or refuse to award the prize to anyone in breach of these terms and conditions. WCF Chandlers reserves the right to hold void, cancel, suspend, or amend the promotion where it becomes necessary to do so.

Insofar as is permitted by law, WCF Chandlers, its agents or distributors will not in any circumstances be responsible or liable to compensate the winner or accept any liability for loss, damage, personal injury or death occurring as a result of taking up the prize except where it is caused by the negligence of WCF Chandlers, its agents or distributors or that of their employees. Members statutory rights are not affected.

### **Free Keromax Upgrade**

WCF Changers accepts no responsibility for any damage, loss or liability incurred by the addition of the additive. Such action is taken entirely at your own risk.

The addition of an additive does not alter the recommended annual servicing requirement for your boiler and tank by an OFTEC registered plumber.

We recommend checking with your boiler manufacturer before using any additives.

You will receive two vouchers via email marketing for your free upgrade.

Should you not require the additive upgrade, please inform us by email at [loyaltyreward@wcfchangers.co.uk](mailto:loyaltyreward@wcfchangers.co.uk).

### **Marketing**

WCF Changers take your privacy very seriously and we comply with the relevant provisions of the UK Data Protection Act 2018.

WCF Changers will use and protect any information given to us by you or collected by us during your membership of the Loyalty Reward Scheme in accordance with our Privacy Policy. By agreeing to these terms and becoming a member of the Loyalty Reward Scheme, you are providing your consent to your personal data being processed in accordance with our Privacy Policy.

By opting into the Loyalty Reward Scheme, you are giving WCF Changers the right to process your personal data for marketing purposes.

You have the right to opt out of the Loyalty Reward Scheme at any time. If you wish to change your marketing preferences, there are various ways in which you can do this:

In writing to WCF Changers, Alma Park, Warren Way, Grantham NG31 9SE

By email at [loyaltyreward@wcfchangers.co.uk](mailto:loyaltyreward@wcfchangers.co.uk).

Using the [online contact form](#)

Via our unsubscribe link in all marketing email sent to you

By opting out of email marketing, you will automatically be removed from the Loyalty Reward Scheme

Our Privacy Policy can be found at <https://www.wcfchangers.com/privacy-policy>

### **Other Important Terms**

We may transfer our rights and obligations under the Terms to another organisation, but this will not affect your rights or our obligations under the Terms.

The Terms are between you and us. No other person shall have any rights to enforce the Terms, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise.

Each of the paragraphs of these Terms and Conditions operate separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

If we fail to insist that you perform any of your obligations under the Terms or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will do so in writing, and that will not mean that we will automatically waive any later default by you.

These Terms are governed by English Law. This means the Terms and any dispute or claim arising out of or in connection with them will be governed by English Law. You and we both agree that the courts of England will have exclusive jurisdiction.

WCF Chandlers

Warren Way, Alma Park

Grantham

NG31 9SE

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