



PANASONIC PRIVATE HOMEOWNER CASHBACK PROMOTION

Purchase an applicable Air to Water Heat Pump from a relevant Installer of Panasonic products and qualify for up to £600 Cashback in the form of a Panasonic Prepaid Mastercard®.

Helpline Number: **0800 014 8046[†]** E-Mail: **PanasonicHVACPromotions@360insights.com**

Promotion Period: **1st October 2020 – midnight on 31st August 2021**

Claim Deadline: **midnight on 30th September 2021**

PROMOTION TERMS AND CONDITIONS

- The Panasonic Private Homeowner Cashback Promotion (hereafter referred to as the "Promotion") is promoted by Panasonic UK, a branch of Panasonic Marketing Europe GmbH, whose registered address is Panasonic, Maxis 2, Western Road, Bracknell, Berkshire RG12 1RT, UK (the "Promoter").

ELIGIBILITY

- The Promotion is applicable to private homeowners in the United Kingdom who are aged 18 years or over and replacing either an existing heat pump (15 years+) or a boiler with the relevant Qualifying Product (the boiler being a mains gas, LPG boiler, oil fired boiler or an electric boiler) (the "Homeowner").
- In order to qualify for the Promotion, the Homeowner must purchase a new (not second hand) Qualifying Product in the United Kingdom during the Promotion Period. Claims relating to products purchased before or after this Promotion Period will be deemed invalid.

Qualifying Product / Cashback Values

QUALIFYING PRODUCTS			CASHBACK VALUES	CZ-TAW1 control required
kW	AQUAREA UNITS (excluding HT Units)	HT Units**		
3-7 kW (all A2W models included)	Smart Cloud must be set up and activated.	Smart cloud not applicable.	£250.00	Only for AQUAREA UNITS (excluding HT Units)
9 – 12 kW (all A2W models included)	Smart Cloud must be set up and activated.	Smart cloud not applicable.	£350.00	Only for AQUAREA UNITS (excluding HT Units)
16 kW (all A2W models included)	Smart Cloud must be set up and activated.	Smart cloud not applicable.	£600.00	Only for AQUAREA UNITS (excluding HT Units)

**HT units as follows: (Indoor: WH-SHF09F3E5, WH-SHF12F6E5, WH-SHF09F3E8, WH-SHF12F9E8, Outdoor: WH-UH09FE5, WH-UH12FE5, WH-UH09FE8, WH-UH12FE8, WH-MHF09G3E5, WH-MHF12G6E5)

[†]This is a freephone number. Please note calls are free when calling from a landline, but mobiles may incur a charge. Please check your individual plan for further costs and information



PROMOTION TERMS AND CONDITIONS

Please note that only products marked as requiring a CZ-TAW1 and the Smart Cloud access to be set up above require the Smart Cloud set up for the requirements of this promotion to be fulfilled. For such Qualifying Products a CZ-TAW1 unit must be installed in conjunction with each relevant Qualifying Product otherwise the Homeowner will not be able to comply with the requirements of the Promotion. For the avoidance of doubt, the requirements in clause 6.c. of these Terms and Conditions do not apply to Qualifying Products which cannot be connected to the Smart Cloud.

HT units are not compatible with the CZ-TAW1 control. As a result, the Homeowner does not need to meet the CZ-TAW1 installation and the Smart Cloud activation criteria to qualify for cashback. These units are still applicable in the cashback scheme.

4. To qualify for the promotion, the Homeowner must purchase a full Panasonic system (being an outdoor unit and, if applicable, a paired indoor unit). Further, where signaled above, a CZ-TAW1 controller must be installed for each system.
5. This Promotion is only open to private Homeowners in the United Kingdom.

PROMOTION

6. To fulfil the requirements of the promotion, the Homeowner must comply with clause 3 of this Promotion and the above steps must be completed for each unit.
 - A The Qualifying Product must be installed at the relevant address. If the Product has been indicated as one where the Smart cloud is accessible in the table above, a CZ-TAW1 must also be installed alongside the Qualifying Product.
 - B Provide the relevant details to Panasonic in line with clauses 10 and 11 of these Terms and Conditions.
 - C The Homeowner must register the Qualifying Product with the Smart Cloud where necessary. For further support please discuss with your Installer or find operating instructions here.
7. Panasonic shall have discretion when deciding if the requirements in this clause have been met.

CLAIM PROCESS

8. To claim this promotion for your purchase, please complete the online claim form www.PanasonicHVACPromotions.co.uk and:
 - A upload a copy of your paid invoice issued by your Installer; and
 - B a photograph of your unit's model reference and serial number; and
 - C your unique Cloud Device ID ; and
 - D a photograph of both the outdoor unit installed, along with the replaced boiler (if possible but not mandatory) by the Claim Deadline.
9. All applications must be completed and submitted by 30th September 2021 to be considered. Applications made after this date will not be eligible for the Promotion. Please ensure your purchase invoice includes the model number purchased and the date of purchase.
10. Claims are not valid in respect of Qualifying Products that are returned.
11. The Promoter will not process a claim if the homeowner cannot provide:
 - A a copy of the paid invoice issued by the Installer; and
 - B a photograph of the unit's model reference and serial number; and
 - C the unique Cloud Device ID (where applicable) and a photograph of the outdoor unit installed; and
 - D a photograph of the replaced boiler (if possible but not mandatory) by the Claim Deadline.



PROMOTION TERMS AND CONDITIONS

12. The Promoter will not be held responsible or liable for any technical, hardware, software, server, website or other failures or damage of any kind, to the extent that this prevents the homeowner from or otherwise obstructs the homeowner to enter in the Promotion. Claims made by telephone or email will not be accepted. Illegible, incomplete or altered claim forms will be deemed void, as will claim forms not completed in accordance with these terms and conditions.
13. Upon submission of your online registration, your claim will be verified. Homeowners will be sent an automated email to confirm the receipt of their Cashback claim and the next steps of the claim process.

REDEMPTION PROCESS

14. Please allow 42 days from the date we receive your claim and all supporting documentation, to receive your Cashback. If you have not received your Cashback within the estimated 42 days, please contact us, using the contact details above.
15. For the avoidance of doubt, if the homeowner does not provide all supporting documentation when submitting their claim, the 42 days will run from when the Promotor receives all supporting documentation. Should there remain any missing documentation by the Claim Deadline then the claim shall not be valid and will not be processed.
16. Upon claim approval, homeowners will receive an email from **notification@prepaiddigitalsolutions.com** with instructions for redeeming a physical or virtual Panasonic Prepaid Mastercard. You must redeem your card three (3) months from the date these instructions are sent via email. Your right to the payment may expire after that time. Be sure to add this email to your safe senders list. The Prepaid Mastercard will be pre-loaded to the specified value and expire after twelve (12) months from the date of issue. If a valid email address is not provided, a physical prepaid card will be automatically redeemed sent to your mailing address on file. The onus is on the Homeowner to ensure they have received the relevant email and obtain assistance from 360 Insights if they have not received it in a reasonable time period after a claim has been validated.

PRIVACY & DATA PROTECTION

17. We have a legitimate interest in collecting personal data for the purposes of this Promotion and Research and Development. You may be contacted by the Promotor, or a trusted third party, in respect of fulfilling this Promotion. All personal data collected will be processed in accordance with relevant data protection legislation (including the European Data Protection Regulation). Please see Panasonic's Privacy Policy for further information <http://www.panasonic.com/uk/privacy-policy.html>

GENERAL CONDITIONS

18. All Qualifying Products must be new and genuine Panasonic products. Purchases of second hand, refurbished or reconditioned products, products imported from outside the EEA or products which are counterfeit or infringe the intellectual property rights of the Panasonic group of Companies in any way will not qualify for this Promotion.
19. The Promoter reserves the right to verify the eligibility of all claims to protect itself against fraudulent, invalid or repetitive claims including, without limitation, to require the homeowner to prove that it did not return the product or that the installation of the product(s) is genuine. Claims for returned products, ingenuine installations, bad faith or fraudulent entries or claims that otherwise do not meet these terms and conditions will be invalidated and the Promoter reserves the right to disqualify the homeowner making such a claim from this and other promotional activities.
20. To monitor fraudulent claims the Promoter reserves the right to cross check product returns with the relevant Installers and Distributors against Cashback claims received. Any potential fraudulent activity will be followed up by the Promoter. The Promoter will withhold the issuance of a Cashback (or take steps to require repayment if already paid) where it is suspected that a false or fraudulent claim has been made.



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21. In certain circumstances, it may take longer to carry out actions in relation to your cashback claim. Therefore, Panasonic reserves the right to extend the period allowed to process and pay claims for as long as necessary but will endeavor to do so in a reasonable timeframe.
22. The Cashback offered under this Promotion is non-exchangeable, non-transferable and there is no credit or product alternative available.
23. The Promoter reserves the right to amend these terms and conditions at any time and to amend or withdraw this promotion at any time.
24. Only one claim per residential dwelling property and one billing address is permitted. Should the Homeowner own more than one property, which is deemed to be an additional residential dwelling, the Homeowner may make a claim per property.
25. Where a Homeowner is claiming this cashback for multiple residential dwellings, the Homeowner may claim individual cashback for each purchase.
26. Where a Homeowner has multiple Qualifying Products installed in one property, the Homeowner will only be eligible on cashback on the product with the highest cashback claim reward. For the avoidance of doubt, the same property shall mean any property within the same boundary and of the same address and this may mean that two or more buildings are deemed to be the same property.
27. The Homeowner must be replacing their existing heat pump (15+years) or replacing a boiler (being a mains gas boiler, LPG boiler, oil fired boiler or electric boiler) with a Qualifying Product for the claim to be valid. The Promoter may request evidence of this replacement and if evidence cannot be supplied the Promoter may invalidate the Homeowners claim. The Promoter strongly advises the Homeowner to take a photograph of the boiler and submit this with their claim.
28. Any projects which have been set up under the 'Assignment of Rights' programme do not qualify for this Promotion. Further details available on request.
29. This Promotion is not available in conjunction with any other offer or promotion.
30. By claiming this Cashback, applicants will be deemed to have read and accepted these terms and conditions.
31. Cashback paid in the form of a Prepaid Mastercard. Use your card everywhere Mastercard is accepted. Mastercard and the circles design are registered trademarks of Mastercard International. This card is issued by Transact Payments Limited pursuant to license by Mastercard International. Transact Payments Limited is authorized and regulated by the Gibraltar Financial Services Commission. Your use of the prepaid card is governed by the Cardholder Agreement, and some fees may apply. This is not a gift card. Please note that prepaid cards are subject to expiration, so pay close attention to the expiration date of the card.

These terms and conditions are governed by English Law.