



PANASONIC GREEN INSTALL CASHBACK PROMOTION FOR INSTALLERS OF PANASONIC AIR-TO-WATER HEAT PUMPS

Purchase five (5) or more applicable Air-to-Water Heat Pumps from a participating Distributor and qualify for £800 Cashback in the form of a reloadable Panasonic Prepaid Mastercard®.

Helpline Number: **0800 088 5486[†]** E-Mail: **PanasonicHVACRewards@360insights.com**

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

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

PROMOTION TERMS AND CONDITIONS

- The Panasonic Green Install Cashback Scheme (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 trained installers of Panasonic Aquarea products in the United Kingdom who are aged 18 years or over (“Installer”). For the avoidance of doubt, an Installer is only eligible to take part in this Promotion if the Installer has completed A2W training by Panasonic or a distributor Panasonic has approved for training in the last three (3) years (the “Training”) and have a valid training certificate which was issued at the end of said Training. The Training must take place before the Installer completes and provides to Panasonic their cashback claim.
- In order to qualify for the Promotion, Installers must purchase at least five (5) new (not second hand) Qualifying Products in the United Kingdom from a participating distributor 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 Value	Additional installation of a CZ-TAW1 required	Service cloud access set up required
AQUAREA UNITS (EXC. HT UNITS)	£800	YES	YES
HT UNITS ONLY**	£800	No	No

** 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)

Please note that only products marked as requiring a CZ-TAW1 and Service cloud access to be set up above require service 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 Installer will not be able to comply with the requirements of the Promotion. For the avoidance of doubt, the requirements in clause 5.c. of these Terms and

[†]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

Conditions do not apply to Qualifying Products which cannot be connected to the service cloud. The Installer may install both Qualifying Products which require service cloud set up and do not require service cloud set up and only need to comply with the requirements in clause 5.c. of these Terms and Conditions when claiming for Qualifying Products which require service cloud set up to fulfill the promotion.

4. To qualify for the promotion, Installers 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.

PROMOTION

5. To fulfil the requirements of the promotion, the Installer must comply with clause 3 of this Promotion and the above steps must be completed for each unit.
 - A Installer must install the Qualifying Product as relevant. If the Product has been indicated as one where service cloud is accessible in the table above, the Installer must also install a CZ-TAW1.
 - B Provide the relevant details to Panasonic in line with clauses 7 and 8 of these Terms and Conditions.
 - C Work with the Installer's customer (the "End User") to set up the Qualifying Product so that it is registered with Service cloud. Service Cloud access process can be initiated either both by end user or by installer. The initiator of process will require the other side email address. For further support please go to https://www.aircon.panasonic.eu/_____/happening/aquarea-service-cloud/
6. The Installer must purchase at least five (5) new (not secondhand) Qualifying Products from a participating Distributor for the claims to be purchased.

CLAIM PROCESS

7. To claim this promotion for your purchase, please complete the online claim form (www.PanasonicHVACRewards.co.uk) and:
 - A upload proof of purchase in the form of a paid invoice provided by a distributor; and
 - B the applicable commissioning report; and
 - C the Cloud Device ID (where applicable); and
 - D a valid training certificate for Panasonic A2W training. The training must have been completed in line with clause 2 of these terms and conditions; and
 - E a photograph of the unit, for each of the five units by the Claim Deadline.

Failure to provide any required information may result in the claim being rejected.

8. All applications must be completed and submitted by 30th April 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.
9. Claims are not valid in respect of Qualifying Products that are returned.
10. The Promoter will not process a claim if the Installer cannot provide:
 - A a proof of purchase in the form of an invoice provided by a distributor; and
 - B the applicable commissioning report; and
 - C the Cloud Device ID (where applicable); and
 - D a valid training certificate for Panasonic A2W training. The training must have been completed in line with clause 2 of these terms and conditions; and
 - E a photograph of the unit installed.



PROMOTION TERMS AND CONDITIONS

11. 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 Installer from or otherwise obstructs the Installer 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.

REDEMPTION PROCESS

12. 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. Regrettably, claims pursued outside of the Claim Deadline will not be accepted.
13. For the avoidance of doubt, if the Installer 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 supporting documentation by the Claim Deadline then the claim shall not be valid and will not be processed.
14. Upon first payment, Installers will receive an email from notification@360digitalpayments.com with instructions for redeeming their reloadable Panasonic Prepaid Mastercard. You must redeem your card within three (3) months from the date these instructions are sent via email. The Prepaid Mastercard will arrive pre-loaded with the awarded value and will be valid for five (5) years from the date of issue. All subsequent payments will be delivered via email with instructions for loading your card. You must load your card within three (3) months from the date these instructions are sent via email. Please note you may not be able to claim the payment after this time and the Promotor will not reinstate a payment if you miss the deadline. Be sure add this email to your safe senders list. The onus is on the Installer to ensure they have received the relevant email and obtain assistance from the 360 insights if they have not received it in a reasonable time period after a claim has been validated.
15. The prepaid Mastercard can be reloaded and can be retained should there be any future promotions.
16. As a member of the scheme you may be liable for tax arising on the cashback claim. Any tax liability arising is the responsibility of the Installer (or the Installer's employer) of the cashback claim and not Panasonic.

PRIVACY & DATA PROTECTION

17. We have a legitimate interest in collecting and processing 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. This Promotion is only open to Installers in the United Kingdom.
19. 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.
20. 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 Installer to prove that it carried out a genuine installation of the products and/or did not return the product. 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 Installer making such a claim from this and other promotional activities.



PROMOTION TERMS AND CONDITIONS

21. To monitor fraudulent claims the Promoter reserves the right to cross check product returns with the relevant 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.

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 Installer is permitted regardless of the number of any additional units above the qualifying five (5) are sold.
25. By claiming this Cashback, applicants will be deemed to have read and accepted these terms and conditions.
26. Cashback paid in the form of a reloadable 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.