

FULL TERMS & CONDITIONS - Christy & Friends Referral Scheme

Terms & Conditions

Christy Plumbing & Heating Ltd

1. The scheme

The Christy & Friends Referral Scheme is operated by Christy Plumbing & Heating Ltd ("Christy Plumbing & Heating", "we", "us" or "our").

The scheme allows existing customers to refer new customers to Christy Plumbing & Heating in return for a qualifying referral reward - Christy Credit.

The referred customer may also receive a Christy Credit on qualifying work.

2. Who can participate?

The referral scheme is open to existing domestic customers of Christy Plumbing & Heating who have previously purchased goods or services from us.

We reserve the right to refuse a referral reward where we reasonably believe that the scheme has been misused or where the referral does not meet these terms.

3. What counts as a referral?

A referral must be made by an existing customer introducing a genuinely new customer to Christy Plumbing & Heating.

The new customer must identify the existing customer who referred them when making their initial enquiry or before accepting a quotation.

A referral may be identified by:

- the existing customer's name;
- the existing customer's referral code; or
- another method agreed by Christy Plumbing & Heating.

Where a customer has not identified a referrer at the time of enquiry, we may be unable to allocate a referral reward retrospectively.

4. Existing customers referring more than one person

There is no fixed limit on the number of successful referrals an existing customer can make.

A separate qualifying reward may be earned for each successful referral.

5. Referral discounts

The referred customer may receive a discount according to the following structure:

Boiler service: £10 Christy Credit.

Qualifying plumbing/heating work from £100 to £999: £25 Christy Credit.

Qualifying work from £1,000 to £2,999: £50 Christy Credit .

Qualifying boiler or major installation of £3,000 or more: £100 Christy Credit.

The applicable Christy Credit will be determined by the value and nature of the qualifying work.

Christy Plumbing & Heating reserves the right to determine whether particular work qualifies for the scheme.

6. Referral rewards

The existing customer may receive:

£10 Christy Credit for a qualifying boiler service referral.

£25 Christy Credit for a qualifying plumbing/heating referral between £100 and £999.

£50 Christy Credit for qualifying work between £1,000 and £2,999.

£100 Christy Credit for qualifying boiler or major installation work of £3,000 or more.

The reward will be applied to the customer account only once:

1. the referred customer's qualifying work has been completed;
 2. the referred customer has paid the relevant invoice in full +14 days; and
 3. the work has not been cancelled, refunded or materially disputed.
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7. Christy Credit

Where a reward is issued as Christy Credit, the credit:

- is linked to the referring customer's account;
- may be used against qualifying future work;
- cannot be exchanged for cash or vouchers;
- cannot be transferred to another person;
- cannot be redeemed for cash;
- cannot be used to settle an outstanding invoice.

Christy Plumbing & Heating may set a reasonable expiry period for unused credit.

8. What does not qualify?

The referral scheme does not apply to:

- existing customers being referred for additional work;
- work already booked before the referral was recorded;
- referrals where the referrer is not identified;
- cancelled work;
- unpaid invoices;
- refunded work;
- work paid for on finance or pay monthly schemes;
- fraudulent or misleading referrals;
- referrals created solely to obtain a discount;
- work carried out for employees, directors or associated businesses where Christy Plumbing & Heating determines that the scheme is being abused.

We may exclude particular products, services, customers or promotions from the scheme.

9. Can referral rewards be combined with other offers?

Unless specifically stated otherwise, the referral **Christy Credit** cannot be combined with another promotional discount, voucher or special offer.

Christy Plumbing & Heating may allow the referral reward to be used alongside another offer at its discretion.

10. Quotes and deposits

The referral discount applies only to qualifying work and does not alter our normal quotation, deposit, payment or cancellation terms.

Where a deposit is required, the referral discount will be applied in accordance with the quotation issued.

11. No cash alternative

Where the reward is described as Christy Credit, there is no cash alternative.

Where a cash or monetary reward is specifically stated, it will be paid using the payment method determined by Christy Plumbing & Heating.

12. Personal information

The referring customer should not provide Christy Plumbing & Heating with the personal contact details of their friend, family member or neighbour for the purpose of us contacting them about the referral.

The referred person should contact Christy Plumbing & Heating directly and identify the person who referred them.

Any personal information collected by Christy Plumbing & Heating will be handled in accordance with our Privacy Policy and applicable data protection legislation.

13. Marketing communications

Participation in the referral scheme does not automatically mean that a customer has consented to receive marketing communications.

Where we send electronic marketing communications, we will do so in accordance with applicable data protection and electronic marketing requirements.

14. Fraud and misuse

We reserve the right to investigate suspected misuse of the referral scheme.

Where we reasonably believe that a referral has been created fraudulently, artificially or contrary to these terms, we may cancel the referral and withhold any associated reward.

15. Changes to the scheme

We reserve the right to amend, suspend or withdraw the Christy & Friends Referral Scheme.

Any changes will be communicated through the scheme webpage or other appropriate channels.

Rewards already validly earned before withdrawal will not normally be affected, provided all qualifying conditions have been met.

16. General

The referral scheme is subject to the laws of England and Wales.

These terms should be read alongside Christy Plumbing & Heating's general Terms & Conditions and Privacy Policy.

Christy Plumbing & Heating Ltd

