

Installer/Specifier Incentive Scheme (“Scheme”)

Terms and Conditions 2026

Terms and Conditions of:

Calor Teoranta of Longmile Road, Dublin 12, trading as Calor Gas, Calor Ireland, and Calor Kosangas;

and

Calor Gas Northern Ireland Limited of Airport Road West, Sydenham, Belfast, BT3 9EE, United Kingdom, trading as Calor Gas, Calor Ireland and Calor Kosangas;

together (“Calor”):

1. Definitions for the purposes of these terms and conditions:

“Installer”

- i. In Republic of Ireland: means an installer registered with the Register of Gas Installers of Ireland (RGII).
- ii. In Northern Ireland: means a business and/or engineer registered with the Gas Safe Register and appropriately qualified to carry out LPG gas work.

“Specifier”

means a registered business which professionally recommends or influences the selection of LPG supply or installations for a project and is approved by Calor to participate in the incentive scheme.

“Domestic Customer”

means a new domestic and/or self-build domestic Calor customer resident in the Republic of Ireland or Northern Ireland who:

- i. enters into a new Gas Supply Agreement (the “**Supply Agreement**”) for a fixed term of 24 months; and
 - ii. has received their first fill of LPG gas from Calor;
- in each case in accordance with the Calor Installer / Specifier Incentive Scheme.

2. Purpose of Scheme:

- 2.1. The purpose of the Scheme is to encourage eligible Installers and Specifiers to introduce new Domestic Customers to Calor, where such introduction results in the customer entering into a new Supply Agreement with Calor.
- 2.2. The Scheme is intended solely as a lead-generation incentive and does not create any agency, partnership, or exclusivity arrangement between Calor and the Installer or Specifier.

3. Eligibility

- 3.1. Participation in the Scheme is strictly limited to Installers and Specifiers as defined at 1 above.
- 3.2. To be eligible for an incentive payment:
 - i. The Installer/Specifier must introduce a new Domestic Customer to Calor (the “**Lead**”);
 - ii. The Lead must be capable of being verified by Calor as originating from the Installer/Specifier;
 - iii. The Lead must result in the Domestic Customer entering into a new Supply Agreement with Calor;

- iv. The Installer/Specifier must comply fully with these Terms and Conditions; and
 - v. The Domestic Customer must have received their first fill of LPG gas from Calor prior to the Installer/Specifier becoming eligible for payment under the Scheme.
- 3.3. Only one incentive payment will be made per Eircode (Republic of Ireland) or BT postcode (Northern Ireland), regardless of the number of tanks or installations at the site.
- 3.4. No incentive payment will be made:
- i. In respect of the Installer's or Specifier's own property or properties; or
 - ii. Where the Installer or Specifier switches their own supply to Calor;
 - iii. Where the new Domestic Customer avails of the IFA or UFU promotional offer.

4. Claim Process

- 4.1. Once the new Domestic Customer has entered into a new Supply Agreement, completed installation and received their first fill of LPG from Calor, the Installer/Specifier will be issued with an incentive claim form via DocuSign.
- 4.2. Claim forms may include:
- i. A single claim; or
 - ii. Multiple claims, up to a maximum of five (5) claims per form.
- 4.3. All claim forms:
- i. Are subject to review and verification through Calor's internal processes; and
 - ii. May be inspected by a Calor-authorized employee prior to approval.
- 4.4. Any incomplete or incorrectly completed claim forms will be returned without payment.
- 4.5. Claims submitted more than three (3) months after the customer installation has been completed, will not be eligible for an incentive payment under the Scheme.

5. Calculation

5.1. Lead Incentive

Subject to compliance with these Terms and Conditions, Calor shall pay an incentive to an Installer or Specifier for each Lead which results in a new Domestic Customer entering into a new LPG supply agreement with Calor, as follows:

- i. Republic of Ireland: €300 (three hundred euro) per Lead;
- ii. Northern Ireland: £250 (two hundred and fifty pounds sterling) per Lead.

5.2. Volume Bonus

In addition to the Lead Incentive, a bonus payment shall be payable for every five (5) new Domestic Customers successfully introduced by the Installer or Specifier and contracted with Calor, as follows:

- i. Republic of Ireland: €500 (five hundred euro);
- ii. Northern Ireland: £450 (four hundred and fifty pounds sterling).

5.3. Bonus payments:

- i. Will only be payable upon completion of a full set of five (5) qualifying Domestic Customers;
- ii. Do not accrue on a pro-rata basis; and
- iii. Are subject to verification by Calor that each qualifying customer originated from the Installer or Specifier and entered into a valid LPG supply agreement.

5.4. General

All incentive and bonus payments are subject to:

- i. Submission of a valid and complete incentive claim form;
- ii. Successful completion of Calor's internal verification and approval process; and
- iii. Calor's rights under these Terms and Conditions, including the right to refuse payment.

For the avoidance of doubt, no incentive or bonus payment shall be payable unless and until the relevant Domestic Customer has received their first fill of LPG gas from Calor.

6. Payment Method and Timing

- 6.1. Once a correctly completed Claim Form has been received via DocuSign and has been approved in accordance with these Terms & Conditions, incentive payments will be processed within fifteen (15) to forty-five (45) days.
- 6.2. Where a Claim Form is incomplete, contains errors, or where further information or clarification is required (including in relation to eligibility, lead verification or payment details), the payment period shall not commence until all such issues have been resolved to Calor's satisfaction.
- 6.3. Calor shall not be responsible for any delay arising from incorrect or incomplete bank or payee details provided by you.
- 6.4. Submission of a Claim Form does not of itself create an entitlement to payment.

7. Calor's Discretion and Right to Refuse Payment

- 7.1. Calor retains the right to refuse payment of any or all incentives at any time arising from a submitted Claim Form, including where Calor determines (acting reasonably) that:
 - i. the Lead does not meet the eligibility criteria set out in clause 3;
 - ii. the claim does not comply with these Terms & Conditions;
 - iii. the customer is subject to an excluded offer (including IFA/UFU); or
 - iv. verification cannot be completed to Calor's satisfaction.
- 7.2. Calor's decision on eligibility, verification and payment under the Scheme is final.

8. False Claims and Consequences

- 8.1. Any false, misleading or inaccurate claim(s) (whether intentional or otherwise) may result in:
 - i. exclusion from this Scheme;
 - ii. exclusion from any and all future incentive programmes run by Calor; and
 - iii. removal from Calor's installer/specifier incentive programme.
- 8.2. Calor reserves the right to recover any amounts previously paid in respect of invalid or false claims and/or to set-off such sums against any amounts otherwise payable (where legally permissible).

9. Data Protection

- 9.1. Each party shall comply with all applicable data protection laws in connection with the Scheme, including:
 - i. in the Republic of Ireland: the Data Protection Acts 1988 to 2018 and the General Data Protection Regulation (Regulation (EU) 2016/679) ("GDPR"); and
 - ii. in Northern Ireland: the UK Data Protection Act 2018, the UK GDPR, and any related legislation (together, "Data Protection Law").

- 9.2. Calor may process personal data relating to Installers, Specifiers and new Domestic Customer leads, including names, contact details, installation details, eligibility information, claim data, payment details, audit records and related communications.
- 9.3. Calor shall process personal data solely for legitimate business purposes connected with the Scheme, including:
- i. receiving, verifying and administering Leads;
 - ii. assessing eligibility and approving or rejecting incentive claims;
 - iii. processing and making incentive payments;
 - iv. auditing, inspection and fraud prevention;
 - v. complying with legal and regulatory obligations; and
 - vi. managing records, finance and internal reporting associated with the Scheme.
- 9.4. The Installer and/or Specifier warrants and represents that, in submitting any Lead or other personal data to Calor under the Scheme:
- i. it has a valid lawful basis under Data Protection Law to collect, use and disclose such personal data to Calor;
 - ii. it has provided all required privacy information to the relevant individuals and obtained any necessary consents (where applicable);
 - iii. the personal data provided is accurate, complete and up to date to the best of its knowledge; and
 - iv. it shall not submit personal data that it is not lawfully entitled to disclose.
- 9.5. The Installer and/or Specifier shall be responsible for any breach of Data Protection Law arising from its collection, use or disclosure of personal data in connection with the Scheme and shall indemnify and hold harmless Calor against any losses, liabilities, claims, costs or expenses (including reasonable legal costs) arising from such breach.
- 9.6. To administer the Scheme, Calor may engage third-party service providers (including DocuSign and payment service providers) to process personal data on its behalf. Any such processors shall act only on Calor's instructions and shall be subject to appropriate contractual safeguards in accordance with Data Protection Law.
- 9.7. Calor shall retain personal data only for as long as necessary for the purposes of operating the Scheme or as required by applicable law, and shall implement appropriate technical and organisational measures to protect personal data against unauthorised access, loss, misuse or disclosure.
- 9.8. Individuals whose personal data is processed by Calor in connection with the Scheme have the right to access, rectify and erase their personal data, and may also have rights to restrict or object to processing and to data portability, in accordance with Data Protection Law. Requests may be made by contacting: privacy@calorgas.ie or by writing to Data Protection, Calor Teoranta, Long Mile Road, Dublin 12. Further information is available at: <https://www.calorgas.ie/privacy>

10. General

- 10.1. These Terms and Conditions, the Promotion, and any dispute or claim arising out of or in connection with them (including any non-contractual disputes or claims) shall be governed by and construed in accordance with:

- i. In Republic of Ireland: the laws of Ireland. The courts of Ireland shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and Conditions.
- ii. In Northern Ireland: the laws of Northern Ireland. The courts of Northern Ireland shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and Conditions.

10.2. The Scheme may be withdrawn or changed by Calor at any time and without notice. Any valid claim submitted prior to withdrawal shall continue to be assessed in accordance with these Terms and Conditions.