

# CALOR CLAIM FORM

All of the below must be completed in full in block capitals to avail of the Calor Boiler Replacement Offer of £250\*.

Yes, I have just replaced my central heating boiler

To avail of this offer, customers must ensure this form is completed and customers must return it to the address below:

Customer Support Manager, Calor Gas, Airport Road West, Sydenham, Belfast BT3 9EE. Please credit

my account with £250\*

Name (Mr/Mrs/Miss/Ms) \_\_\_\_\_

Address \_\_\_\_\_

Post Code \_\_\_\_\_

Daytime phone number \_\_\_\_\_ Mobile \_\_\_\_\_

Your Calor Account No. \_\_\_\_\_

Email address \_\_\_\_\_

Boiler receipt enclosed  MPRN Number

Your Meter Point Reference Number (MPRN) is an 11 digit number assigned to every single electricity connection. This can be found on any electricity bill you receive from your supplier. Claims cannot be processed without this number.

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**PLEASE ENSURE YOUR INSTALLER COMPLETES THIS SECTION BEFORE YOU RETURN IT TO CALOR.**

Make of boiler \_\_\_\_\_

Model of boiler \_\_\_\_\_

Efficiency of boiler \_\_\_\_\_

The installation conforms to Gas Safety (installation & use) and has passed a Regulations Tightness TEST and FLUE GAS TEST  To validate claim, it must be accompanied by an Installation Cert.

Gas Safe Number \_\_\_\_\_ Cert Number \_\_\_\_\_

Installer name (printed) \_\_\_\_\_

Date \_\_\_\_\_

Customer Signature \_\_\_\_\_

Installer Signature \_\_\_\_\_

Total cost of boiler and installation £ \_\_\_\_\_

## **Calor Boiler Replacement Offer Terms and Conditions for NI**

1. In order to avail of this offer you must complete the Calor Claim Form in full and have it signed by your installer before returning it to Calor to avail of this offer.
2. Your boiler must be installed by a Calor-approved Gas Safe Registered Installer.
3. This installation must be installed and certified to conform to the requirements of Gas Safety (installation & use) Regulations (Northern Ireland) 2004, current Building Regulations and Appliance Manufacturers' installation instructions.
4. £250 will be credited to your Calor account following receipt of completed Claim Form.
5. Calor cannot be held responsible for the quality or warranty of a boiler installation.
6. The contract for this work is between the customer and the installer.
7. The boiler replacement cannot be used in conjunction with any other Calor offer.
8. Applications may be subject to inspection and verification by Calor personnel.
9. This offer applies to existing Calor domestic central heating customers only.
10. This offer is subject to availability and may be withdrawn at any time.
11. It is the customer's responsibility to ensure that, in order to avail of any separate grants or offers, their application and installation complies with the grant promoters separate terms and conditions.
12. This offer does not apply to non-Calor customers, change of ownership customers or metered estate customers.
13. Customers are required to enter into an Agreement for the supply of Liquefied Petroleum.
14. Gas ("LPG") (Agreement) with Calor for a 24 month term in order to avail of this offer.
15. In order to qualify customers must have a central heating system.
16. Only persons who have successfully completed the appropriate gas installer course and who are registered with Gas Safe, may carry out work on LPG installations.
17. Calor cannot be held responsible for the quality or warranty of any appliance installation.
18. This promotional offer is non-transferable and cannot be refunded or exchanged. There is no monetary cash value offered.
19. This promotion ends on December 31<sup>st</sup> 2017.
20. Installations must be completed before December 1<sup>st</sup> 2017 in order to avail of this promotion.
21. Only persons aged 18 and over can apply for this offer.
22. A tenant must first seek the permission of the home owner in order to avail of this offer. If permission has been granted a tenant must sign an Agreement as well as the home owner in order to avail of this offer.

23. Calor is the data controller. By entering the Calor Claim Form customers agree that certain pieces of their personal information provided will be used by Calor for the purposes of conducting this offer. Calor may disclose entrants' personal information to its contractors and agents to assist in conducting this offer or communicating with entrants. Any personal data relating to customers will be used solely in accordance with current Northern Irish Data Protection legislation and subject to the terms of this clause. By entering this competition you are consenting to your personal data being used. Please read Calor's privacy policy at <http://www.calorgas.ie/privacy>. If a customer wishes to check the existence of, access or amend data held by Calor in relation to this offer please email [info@calorgas.ie](mailto:info@calorgas.ie).
24. Northern Ireland is the appropriate jurisdiction for the purposes of this offer.
25. A Calor employee and/or a Calor third party contractor and/or any member of a Calor employee's immediate and or extended family and/or a Calor third party contractor's immediate and or extended family are excluded from ever availing of these terms and conditions.

### **Prize Terms and Conditions for NI**

As part of this offer customers who have applied for the boiler upgrade offer by completing the Calor Claim Form shall be entered into a competition. Please see terms and conditions below.

1. Prize includes:
  - Return flights for two adults and two children to Gran Canaria.
  - Return private transfers from airport to hotel.
  - 5 nights' accommodation at a 4 star hotel.
  - Breakfast for four people in the hotel restaurant each morning.
  - Travel insurance.
2. Travel is subject to availability and at the discretion of the organizer and excludes Christmas, New Years, Valentines, Easter, School Holidays and Bank Holidays (both Republic of Ireland and Northern Ireland and Spain). Children must be aged 11 or under at the time of travel. Departure airport used is dependent on the direct availability from the winners nearest available international airport, which may not necessarily be the closest. Non republic of Ireland and Northern Ireland passport holders may need a visa for this destination, which they should arrange at the embassy as their own expense. Includes all taxes, surcharges and one piece of checked baggage per couple.
3. Transfers will be private and not shared with other passengers.
4. Hotel is classed as a 4 star hotel and is based on two adults and two children sharing a family room with ensuite bathroom on a bed and breakfast basis. Also includes tourism tax for the duration of the winners' stay, payable locally to the hotel upon check-out.
5. Travel insurance is subject to normal terms of acceptance. Pre-existing medical conditions may not be covered. No age restrictions apply.
6. All prizes must be claimed and booked within 12 months from the date of our initial correspondence with the winner.