



VELUX Installers can now earn rewards with every roof window, flat roof window or sun tunnel they purchase

Now available all year round!

What is VELUX Rewards?

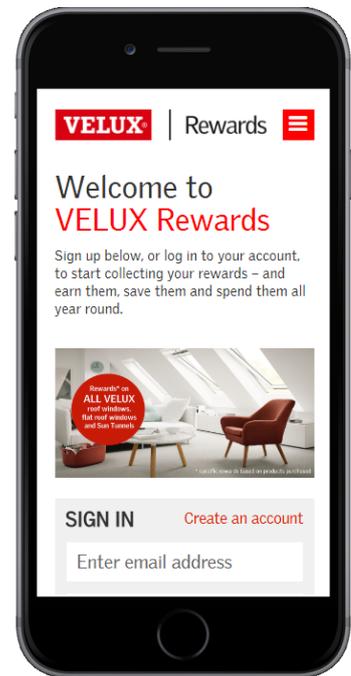
Following on from our successful series of promotions on selected products from our range, we have decided to launch VELUX Rewards on an ongoing basis! This means that roof window installers across the UK and Ireland can now claim rewards, redeemable at top brand retailers and restaurants, every time they buy any VELUX® roof windows, flat roof windows and sun tunnels in 2017. VELUX will also run special promotions offering increased rewards levels on selected products throughout the year!

How does it work?

Signing up for VELUX Rewards is quick and easy, installers simply visit velux.co.uk/rewards or velux.ie/rewards to create an account, then upload their proof of purchase to earn rewards. Available on both mobile and desktop, it's as simple as taking a picture of their receipt, or attaching a PDF, JPEG or any other popular file format. Proof of purchase should be uploaded within 45 days of the date stated on the invoice to qualify, VELUX then will verify the proof of purchase and add points to the installer's account, usually within two working days.

How are installers rewarded?

Each VELUX roof window, flat roof window or sun tunnel carries a different reward level based on specification. Once each submission has been approved, points are added to the installers account to spend immediately, or save for a larger purchase. Rewards can be redeemed at some of the UK and Ireland's best loved retailers, including M&S, Argos and Ticketmaster. We're constantly adding new reward partners to provide the best selection possible!



Frequently asked questions

Who can claim VELUX Rewards?

VELUX Rewards can be claimed by the installer OR eventual end-user of the product. Builders merchants or other vendors of VELUX products are not eligible to claim VELUX Rewards.

What should I do if my customer has a problem claiming rewards?

If your customer has a problem accessing the system or claiming rewards, the best thing to do is email promotion@velux.co.uk. Our rewards team will then take all of the details and assist the customer from there.

I would like to promote VELUX Rewards to my customers, how can I do this?

Promoting VELUX Rewards to your customers is a great way of demonstrating the extra value that you add for them. If you would like to do this, please contact your local Area Sales Manager or Account Manager. We can provide bespoke banners for your website, copy and imagery for websites and newsletters. We will soon be able to provide point of sale material to display in branch.

How do customers find out the level of reward applicable for each product?

In order to find the level of reward for their VELUX roof window, flat roof window or sun tunnel, the customer should log into their account, then click on 'Rewards calculator'. They can then enter the code of their VELUX product(s) and the reward level will be displayed. The product code can be found in the VELUX brochure, displayed on the box of the product or on a data-plate located on the left hand side of the top of the window sash.

Which VELUX products qualify for rewards?

Any VELUX roof window, flat roof window or sun tunnel qualifies for rewards. VELUX flashings, blinds, awnings, roller shutters and rooflights for uninhabited spaces do not currently qualify for VELUX Rewards.

Is there a maximum level of products that can be claimed for?

No maximum applies, however for large orders (20+ products) additional verification of the order may be required. VELUX will contact the customer in this instance.

How long after purchase does my customer have to claim?

Proof of purchase should be submitted within 45 days of the date displayed on the invoice. VELUX will typically verify the receipt within two working days.

How will my customer know when their claim has been approved or rejected?

Once each claim has been processed, the customer will receive an email and text message to let them know if the claim has been approved or rejected. If approved, this will detail the amount of rewards points earned, if rejected a reason will be indicated.

What are the typical reasons for rejection?

Proof of purchase will typically be rejected if the full invoice is not visible, if it is blurry or unreadable, if it has been submitted outside of qualifying dates, or if the customer details on the invoice do not match the account. Copy invoices are not typically eligible for rewards as the original invoice is required. The reason for rejection will be communicated to the customer via text message.