



WELCOME PACK

   **LOVE2SHOP**
WHAT WILL YOUR REWARDS BRING?



CONTENTS

	Page
Introduction to Panasonic Premier Rewards	3
About Panasonic Premier Rewards	4
How the scheme works - a step-by-step guide	5
Your shopping experience	6
Panasonic Portfolio explanation	7
Terms & Conditions	9
And finally	11



INTRODUCTION

We are delighted to welcome you to the Panasonic Premier Reward Scheme. We value your business with us and we are delighted to be able to offer these Love2Shop rewards, which is a new Panasonic scheme running from November 2017.

Panasonic Premier Reward points are available on all purchases of Panasonic heating and cooling products purchased through us. For every £1 spent on qualifying products, you will be allocated one Panasonic Premier Reward point. On a monthly basis these Reward Points will be counted up and then converted into Love2Shop Rewards.

Example:

- £950 spent on a Panasonic Standard Cassette System = 950 points
- You will receive £13* in Love2Shop Rewards.



Why Love2Shop

Panasonic is offering Love2Shop Rewards thanks to the wide variety of ways you can spend those rewards. Love2Shop also offers a very straightforward process for you to shop online, or in person. Their rewards codes are accepted by thousands of retailers worldwide.

In addition to Love2Shop having over 20,000 outlets to spend their rewards, it is also possible to collect Reward Cards together for larger purchases that are available on the Love2Shop network for unforgettable experiences such as a holiday, golf break or hotel stay.

Minimum spend

The minimum spend to receive Panasonic Premier Rewards is £360 where you will immediately qualify for 360 reward points which equates to £5[†] in Love2Shop rewards.

Administration of the scheme

The scheme is jointly operated between our team and Panasonic's designated third party administrator (Wildwood PR) to ensure confidentiality. You may therefore get correspondence from us as well as Wildwood PR.

The Panasonic heating & cooling solutions portfolio spans residential and commercial HVAC equipment, heat pumps and cloud services – all of which qualify for Panasonic Premier Rewards.

Thank you for choosing us and Panasonic.

* See terms and conditions

† See terms and conditions, rewards only available in full pounds, no pence



ABOUT THE PANASONIC PREMIER REWARD SCHEME



Example: £950 spent on a Panasonic Standard Cassette System = 950 points (£13* in Love2Shop rewards)

Love2Shop rewards can be supplied as either E-codes for online use, or as physical Gift Cards to spend in a choice of over 20,000 stores with the additional flexibility of offering other services such as a holiday, days out, experience days and golf breaks. The rewards can be redeemed as a combination of physical cards or e-codes. [Please note - in any given month, you must choose one option only of how you are to receive your rewards.]

Accepted at over 130 leading retailers including...



For the latest list of accepting retailers, please visit www.love2shop.co.uk/love2shop-vouchers. †Restrictions apply - see www.love2shop.co.uk for full details.

* See terms and conditions



HOW THE SCHEME WORKS: A STEP-BY-STEP GUIDE

The scheme applies to all purchases of Panasonic heating & cooling products bought through your account with us.

On a monthly basis, we will be submitting a claim form detailing your purchases with us. Once verified and approved, the Panasonic Premier Reward Points will be allocated and the Love2Shop rewards calculated and sent to you. We aim to provide a great service and if you have any questions, please do pick up the phone and talk to us, we'll be happy to explain everything.

For all Panasonic products that you will buy through us you will collect Love2Shop rewards. The rewards will be calculated on a monthly basis. We will claim the relevant rewards from Panasonic and will arrange for them to be delivered to you the following month. (Typical example: for sales in October you will receive rewards by the end of November.)

Gift card reward

- Step 1:** PURCHASE ANY Panasonic heating and cooling product from us.
- Step 2:** We will calculate the appropriate points and order L2S rewards.
- Step 3:** You will receive them from us or the scheme administrator.
- Step 4:** GO SHOPPING.

E-code reward

- Step 1:** PURCHASE ANY Panasonic heating and cooling product from us.
- Step 2:** We will calculate the appropriate points and order L2S rewards.
- Step 3:** You will receive them from the scheme administrator via your e-mail address.
- Step 4:** You will need to click on the L2S link within the e-mail and GO SHOPPING.



YOUR SHOPPING EXPERIENCE

You may like to save up your rewards for a larger purchase, this is possible with Reward Cards. You will need to remember to check the “use before” date to ensure that your rewards remain valid. Multiple Reward Cards can be combined and applied to purchases of larger value. E-codes however, cannot be combined, but you can use E-Codes to purchase physical Reward Cards.

Currently, there are two ways you may receive your rewards – either as physical Gift Cards, or as an emailable e-code and the process to redeem these rewards is slightly different:

Gift card reward

Love2shop Gift Cards are accepted at a huge number of high street stores and attractions across the UK. Once you have received your reward from us you can go into a large number of high street stores and start shopping.

E-code reward

In the e-mail that you will receive from the scheme administrators you will be given a code, expiry date and amount as shown below:

Your Code:

Code Value:

Code Expiry:

In the e-mail there will also be a link to the Love2Shop website- www.highstreetvouchers.com

To start shopping you must follow the link and enter your code, once entered you can start shopping online. If you wish to shop in-store you can buy a physical gift card with your e-code.

Once you have claimed your Love2Shop rewards you can spend them in over 20,000 stores either online or physically in-store. They can be redeemed in over 20,000 stores, restaurants and attractions, with over 150 top brands to choose from such as Argos, Debenhams, HMV, Iceland, New Look, River Island, TK Maxx, Matalan, Mothercare, Superdrug and Halfords

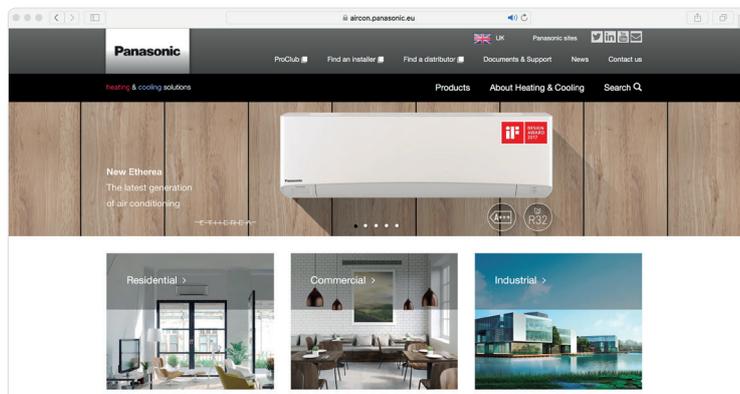
For more information and to shop online, go to:
www.highstreetvouchers.com



CLAIM PANASONIC PREMIER REWARDS ON ALL PANASONIC PRODUCTS

Panasonic – leading the way in Heating & Cooling

With more than 30 years of experience of manufacturing and selling to more than 120 countries around the world, Panasonic is unquestionably one of the leaders in the heating and cooling sector. With a diverse network of production and R&D facilities, Panasonic delivers innovative products incorporating cutting edge technologies that set the standard for air conditioners worldwide.



Expanding globally, Panasonic provides superior international products transcending borders. Applying advanced technologies that truly make life better, Panasonic has an unparalleled commitment to product quality. The company is building on the Japanese tradition of uncompromising quality control worldwide, developing and manufacturing fine products and delivering them to customers everywhere.

Heating and cooling solutions from Panasonic include:

Domestic Air Conditioners

- **Etherea Range:** With its innovative design, high efficiency and incomparable purification system, the Etherea range has been designed with your clients in mind. New Etherea with Econavi intelligent sensor and new nanoe™ air-purifying system: outstanding efficiency A+++, comfort (Super Quiet technology only 19dB(A)) and healthy air combined with a breakthrough design.

ETHEREA



Commercial Air Conditioners

Panasonic has developed an impressive range of highly efficient Commercial Air Conditioners, which is constantly expanding to deliver the best solutions: high performance, super quiet and a complete range of ducts, cassettes and ceiling installations. This range confirms our commitment to the environment. Our Inverter compressors optimise performance and thus reduce energy costs.



- **PACi: Commercial air to air:** the full solution for shops, restaurants, offices or residential applications with outstanding efficiency and compact in size. From the smaller 1x1 to the more complete 4x1 solutions, Panasonic offers the best solution for all your projects.
- **Server Rooms:** High efficiency products for 24/7 applications. Panasonic has developed a complete range of solutions for server rooms which efficiently protect your servers, keeping them at an appropriate temperature even when the outdoor temperature is below -20°C.



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WHAT WILL YOUR REWARDS BRING?

VRF Systems

The new Panasonic VRF system is specifically designed for energy saving, easy installation and high efficiency performance, with a wide choice of outdoor and indoor models. With unique features designed for the most demanding projects, the VRF industrial range considerably improves efficiency so even large buildings can benefit from a high-level of comfort with less energy consumption.

UNIQUE: Panasonic offers both Electrical VRF and Gas-powered VRF solutions, to provide real benefits for projects whatever the power supply situation.

- **The ECOi series** is designed for energy savings, easy installation, and high efficiency. Always continuing to evolve, Panasonic uses advanced technologies to meet the requirements of diverse situations and contribute to the creation of comfortable living spaces. Panasonic ECOi systems are amongst the most efficient VRF systems on the market, offering COPs in excess of 4.0 at full load conditions. The system is also designed to make sure that we reduce the running cost of each system by using our unique road map control routine to ensure that the most efficient combination of compressors are running at any one time.
- **ECO G VRF Range:** Ideal for projects with limited power supply, the advanced Gas Driven VRF system offers increased efficiency and performance across the range. Improvements include increased part load performance, reduced gas consumption with a Miller-cycle engine and reduced electrical consumption by using DC-Fan motors.

ECO G



ECO i



Aquarea Air to Water Heat Pump Range

Aquarea is a ground breaking low energy system for heating and domestic hot water production: delivering outstanding performance, even at extreme outdoor temperatures. Offering capacities from 3kW all the way through to 16kW, the Aquarea Heat Pump Range is the widest on the market, ensuring a system is available, whatever your heating and cooling needs. Suitable for new build and refurbishment projects, the solutions are cost-effective and environmentally friendly.

Control & Connectivity

- **High connectivity:** Our new control systems provide complete control of all your installations. Delivering control of your heating and cooling, from several locations, receive status updates in real-time, preventing breakdowns and optimizing costs.
- **SmartCloud:** Through thorough energy management, Panasonic's VRF Smart Connectivity is a completely new, state-of-the-art solution providing energy saving and comfort as well as simple installation, operation and running. Panasonic passionately pursues the ultimate in energy saving through the application of cutting-edge technology, and Schneider Electric, an advanced global energy management specialist offering innovative control systems. This collaboration has set the new standard for creating the next generation of contemporary buildings.

AQUAREA



TERMS AND CONDITIONS

1. Panasonic Premier Rewards

- 1.1 'The Scheme' refers to the Panasonic Premier Reward Scheme.
- 1.2 Panasonic Premier Rewards is promoted and operated by Panasonic UK, a branch of Panasonic Marketing GmbH. These Terms and Conditions apply to 'The Scheme'.
- 1.3 The rewards are granted entirely at Panasonic's discretion, and accordingly, Panasonic reserves the right to refuse any applications.

2. Eligibility

- 2.1 Customers of Panasonic who purchase Panasonic manufactured heating & cooling products via one of the Panasonic authorised distributors will be eligible to receive 'Panasonic Premier Reward points'.
- 2.2 The Scheme is only available to accounts with a UK or Irish address.
- 2.3 The following customer classes are excluded from participation in The Scheme:

3. Distributors, wholesalers, re-sellers and end-users.

- 3.1 We expect all companies taking part in the Scheme to operate all relevant business, operational and industry standards and regulations. It is the Distributors' responsibility to ensure their customers operate appropriately, such as ensuring they are up to date with FGAS certification, etc.
- 3.2 Any customer whose trading account is in arrears may not be accepted until the account is up to date.
- 3.3 Eligibility criteria shall be assessed by Panasonic from time to time.

4. Panasonic Premier Rewards Benefits

- 4.1 Panasonic reserves the right to change the scheme without prior notice.
- 4.2 Reward points start accruing and qualifying from 1st October 2017 on all purchases of Panasonic heating & cooling products.
- 4.3 A minimum spend of £360 in one transaction is required for Panasonic Premier Rewards eligibility and the minimum value of a single reward is £5. Rewards are only available in full pounds - any pence at the end of the monthly total will be rounded up if 50p or over, and rounded down if under 50p.
- 4.4 The minimum number of Panasonic Premier Rewards Points that can be redeemed is 360 points equal to a value of £5.
- 4.5 Points are accrued at the rate of £1 spent net of VAT on Panasonic's approved list of products during the qualifying spend period.
- 4.6 Points will be calculated at 1.4% of net sales value, however Panasonic reserves the right to change this level without prior notice.
- 4.7 All claims must be pre-approved by the third party administrator, Wildwood PR, prior to the customer receiving the rewards.

5. Points Redemption & Expiry

- 5.1 Points may only be redeemed when the relevant invoice(s) have been paid in full.
- 5.2 No cash alternative will be offered.
- 5.3 Points will be fully redeemed every month, and the appropriate Love2Shop Rewards sent out during the following month. For the avoidance of doubt, this is the date the invoice was raised, not when payment of the invoice was received.
- 5.4 Any prize awarded is for personal use only and must not be transferred/given to any third party in connection with any business activities.
- 5.5 As a member of The Scheme you may be liable for tax on rewards. Tax liability on benefits in kind is the responsibility of the participant and not Panasonic UK.
- 5.6 Panasonic will provide details of all awards to HMRC and demonstrate that the National Insurance payable by the provider (Panasonic) is accounted for. Panasonic will also pay the basic rate tax liability. Recipients remain accountable for any higher rate tax due.
- 5.7 The payment will be in the form of Love2Shop vouchers that will be delivered within three weeks of the end of each promotion month.

6. Confidentiality

- 6.1 As used herein, "Confidential Information" means all confidential information disclosed by a party ("Disclosing Party") to the other party ("Receiving Party"), whether orally or in writing, that is designated as confidential. Confidential Information does not include any information that:
 - (i) is or becomes generally known to the public without breach of any obligation owed to the Disclosing Party or
 - (ii) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party. The Receiving Party shall:
 - (iii) protect the confidentiality of the Confidential Information of the Disclosing Party using the same degree of care that it uses with its own confidential information, but in no event less than reasonable care,
 - (iv) not use any Confidential Information of the Disclosing Party for any purpose outside the scope of this Agreement,
 - (v) not disclose Confidential Information of the Disclosing Party to any third party, and
 - (vi) limit access to Confidential Information of the Disclosing Party to its employees, contractors and agents. The Receiving Party may disclose Confidential Information of the Disclosing Party if required to do so by law legal process.
- 6.2 These obligations of confidentiality shall have continuing effect.

TERMS AND CONDITIONS (continued)

7. Data Protection

- 7.1 We will only share your details with businesses that process The Scheme information on our behalf (in the UK and abroad). This is necessary in order to fulfil and complete administration with The Scheme.
- 7.2 By registering and joining The Scheme, you are consenting to receive communications from Panasonic through a variety of means, including post, email or telephone.
- 7.3 We will not sell any details acquired on to any other third parties. Details will only be used for the purposes of The Scheme.

8. Limitation of Liability

- 8.1 Panasonic shall not be liable for any delay, loss or damage or expense, direct or indirect, or any consequential loss or damage or for any matter arising from participation in The Scheme or benefits received from it.
- 8.2 Panasonic make no warranties express or implied, with respect to gift cards, including without limitation, any express or implied warranty of merchantability or fitness for a particular purpose.

9. Termination & Variation

- 9.1 Panasonic may terminate The Scheme or any individual benefit at any time subject to not less than thirty days' prior written notice.
- 9.2 Panasonic may occasionally update these Terms and Conditions, for example to comply with changes in the law or to change the way The Scheme is run. We will not notify you individually of such changes. You should read the latest version on the website when you are redeeming or earning Points to ensure you understand the current Terms and Conditions. Should you wish to challenge the Terms and Conditions the participant is deemed to have withdrawn from The Scheme with immediate effect.
- 9.3 In addition to the express rights of termination of a participant's membership set out in these Terms and Conditions, Panasonic shall have the right at any time to terminate the participant's membership of The Scheme and participation immediately where:
- (i) the participant commits any breach of these Terms and Conditions (provided that if the breach is remediable then such notice will not be an effective termination where the participant effectively remedies the breach within 14 days of receipt of that notice); or
 - (ii) the participant becomes insolvent, enters into liquidation or compounds with its creditors generally or has a receiver, manager or similar officer appointed (whether by court order or otherwise) over the whole or any part of its assets or takes or suffers any similar action in consequence of debt or becomes unable to pay its debts as they fall due; or
 - (iii) if there is a material change in the senior management of the participant or if the ownership or control of participant changes.
- 9.5 Neither party shall be liable for damages of any kind on account of any termination of a customer's participation in accordance with these Terms and Conditions but termination shall be without prejudice to any claim by either party for breach of schemes obligations arising prior to the termination.

10. General

- 10.1 Participation in The Scheme does not constitute any legal partnership or joint venture between Panasonic and the participant. Neither party may bind the other or contract in the name of the other or create any liability against the other. Accreditation and confirmation by Panasonic of a participant's status within The Scheme does not rank as any guarantee of a participant's competencies or stability, whether technical, corporate or financial.
- 10.2 English law applies to these Terms and Conditions. If any disputes arise between you and us in relation to these Terms and Conditions and you want to take court proceedings, you must do so in the English courts.
- 10.3 You may have other rights granted by law. If those rights and these Terms and Conditions are inconsistent, these Terms and Conditions will override any other rights which you may have, unless that is not permitted by law.
- 10.4 Any notices sent by Panasonic to you individually will be sent to the most recent email address or postal address provided to Panasonic by you. Any notice served by hand shall be deemed to have been served on delivery and any notice served by post shall be deemed to have been served 48 hours after the time at which it was posted.
- 10.5 Panasonic decisions shall be final and binding in all matters regarding The Scheme.
- 10.6 The participant may not assign or transfer this agreement or any of its rights or obligations without Panasonic's prior written consent.
- 10.7 These Terms and Conditions are a contract between you and Panasonic and form the entire agreement between us in relation to The Scheme. Neither you nor Panasonic intend that these Terms and Conditions will be enforceable by anyone except you and Panasonic Ltd whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

AND FINALLY ... THANK YOU FOR YOUR BUSINESS.

We have tried to consider all the questions you may have about the new Panasonic Premier Rewards in this document. We are very happy to answer any other questions you may have as we truly would like this to be a positive experience for all involved.

If you do experience any problems retrieving your rewards from the Love2Shop site please do get in touch by emailing: info@wildwoodpr.com

We hope that the new Panasonic Premier Rewards scheme will prove a satisfying and value added experience for you

Contact details:

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Panasonic

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