

Local Depot Review Competition 2025 – HS - Terms and Conditions

READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE PARTICIPATING. THE PARTICIPANT WILL BE DEEMED TO HAVE ACCEPTED THESE TERMS AND CONDITIONS AND AGREED TO BE BOUND BY THEM WHEN PARTICIPATING IN THIS COMPETITION. AMONG OTHER THINGS, THESE TERMS AND CONDITIONS INCLUDE LIMITATIONS OF THE PARTICIPANT’S RIGHTS AND REMEDIES.

1. The Promotor of this Competition is Certas Energy UK Limited – Heating Services (the “Promotor”).
2. This Competition is open to the Promoter’s customers and prospective customers in England, Scotland & Wales (aged 18 years or over, excluding employees and their immediate families of Certas Energy and its associated companies in the DCC PLC group, its agencies or anyone else professionally connected with the Competition) (together “Participants”) who are directly sent a competition email from the Promoter (“Competition Email”).
3. To be eligible to participate in the “Local Depot Review” Competition (the “Competition”), the participant must:
 - a. be over 18 years of age when submitting the competition entry;
 - b. have purchased a heating services product or package from Certas Energy (or any of its subsidiaries);
 - c. have received a Competition Email;
 - d. leave a Google or Trustpilot review detailing their customer experience when ordering from the Promoter, including their full name on the links provided within the Competition Email during the Competition Period;
 - e. comply with these Competition terms and conditions (the “Eligibility Criteria”)
4. The Promoter will **not** accept:
 - a. responsibility for competition entries that are lost, mislaid, damaged or delayed in transit, regardless of cause, including, for example, as a result of any postal failure, equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind; or
 - b. proof of posting or transmission as proof of receipt of entry to the Competition.
5. By submitting a competition entry, the participant confirms that they are eligible to do so and eligible to claim any prize they may win. The Promoter may require the participant to provide proof that they are eligible to enter the Competition.
6. There is a limit of one entry to the Competition per household. Entries on behalf of another person will not be accepted, and joint submissions are not allowed.
7. The Competition opens on Monday 28th April 2025 and closes at midnight on Monday 19th May 2025 (the “Promotional Period”).
8. The Promoter will not accept competition entries that are:
 - a. completed by third parties or in bulk;
 - b. illegible, have been altered, reconstructed, forged or tampered with;
 - c. photocopies and not originals; or
 - d. incomplete.

9. The winner will be drawn at random.
10. The winner shall receive a £100 Voucher for John Lewis.
11. Each Prize is non-transferable and cannot be substituted for a cash alternative or used against an alternative product.
12. The winner will be drawn at random from all entries with corresponding reviews placed in the Promotional Period. The random draw for the Prize will take place on Tuesday 20th May 2025 ("Draw Date"). The Promoter's decision is final in all promotional matters, and no correspondence will be entered into.
13. The winners will be notified by email or telephone (using the details provided at entry) as soon as practicable after the Draw Date and must provide a postal address to claim their prize.
14. The Promoter accepts no responsibility for entries not successfully completed due to a technical fault, technical malfunction, computer hardware or software failure, satellite, network or server failure of any kind.
15. The Prize cannot be used in conjunction with any other offer/promotion.
16. The Promoter must either publish or make available information that indicates that a valid award took place. To comply with this obligation, the Promoter will send the surname and county of major prize winners and, if applicable, copies of their winning entries to anyone who emails digital@certasenergy.co.uk or writes to 1st Floor, Allday House, Warrington Road, WA3 6GR (enclosing a self-addressed envelope) within 1 month after the Draw Date. If you object to any or all of your surname, county and winning entry being published or made available, please email digital@certasenergy.co.uk. In such circumstances, the Promoter must still provide the information and winning entry to the Advertising Standards Authority on request.
17. The Promoter will make all reasonable efforts to contact the winner. If the winner cannot be contacted or is not available, or has not claimed their Prize within 30 days of being notified that they have won, the Promoter reserves the right to offer the Prize to the next eligible entrant selected from the correct entries that were received before the end of the Promotional Period.
18. The Promoter does not accept any responsibility if the participant cannot take up the Prize.
19. The Promoter has the right to disqualify any entry not made in accordance with these terms and conditions, which it has reason to believe has been made in bad faith or if the participant's conduct is contrary to the spirit or intention of the prize competition.
20. The Promoter reserves the right to replace the Prize with an alternative prize of equal or higher value if circumstances beyond the Promoter's control make it necessary to do so.
21. To the maximum extent permitted by law, the Promoter shall not be liable for any loss and/or personal injury suffered by the winner as a result of their participation in the competition.
22. The Promoter reserves the right to withdraw, amend or temporarily suspend the competition at its absolute discretion, provided that it shall not exercise this right unreasonably.
23. The competition and these terms are governed by English law and subject to the exclusive jurisdiction of the English courts.

24. IMPORTANT DATA PROTECTION INFORMATION: Personal data supplied during the course of this promotion will only be processed as set out in the Promoter's privacy policy <https://certasenergy.co.uk/policies/privacy-policy>. See also *Condition 16* with regard to the announcement of winners.