

Refer a Friend Terms & Conditions

“Referring Customers” or “Referrer” meaning the customer that referred the friend.

“Referred Customers”, “Friend” or “Friend’s” meaning the new customer who is referred by the “Referring Customer”.

“Programme” meaning the BoilerJuice Refer a Friend programme

“The Website” meaning the BoilerJuice.com website

“Referral Link” meaning the website link created by the “Referring Customers”.

“Referral Code” meaning the code from the “Referring Customer” to the “Referred Customer”

“New Customer” meaning a person that has not placed an order with BoilerJuice.

1. Eligibility:

a. BoilerJuice Refer a Friend "Programme" is available to all existing BoilerJuice customers "Referring Customers" and to all individuals "Referred Customers" who click to BoilerJuice.com "The Website" via the link "Referral Link" or input the unique Refer a Friend code of the "Programme" sent by a "Referring Customer", provided they meet the eligibility requirements.

b. To be eligible for the “Programme”, “Referring Customers” must:

i. Be a registered BoilerJuice account holder, legally able to join such programmes in their country who have placed at least one order on “The Website”.

c. To be eligible for the “Programme”, “Referred Customers” must:

i. Have never made an order with BoilerJuice.

ii. Have a live "Refer a Friend Cookie" present on the device, or a unique voucher code, used to order via. “The Website” or “Telephone”.

d. Excluded persons include:

i. Customers residing at the same address as the Referring Customer.

ii. Existing customers that register a new account with a different email address.

iii. Employees of BoilerJuice Ltd / Welsummer Ltd / Westfield Digital Solutions Ltd.

e. Termination:

i. BoilerJuice reserves the right to close accounts of “Referring Customers” or “Referred Customers”, if these have acquired BoilerJuice Refer a Friend Vouchers by fraud or have used or attempted to use the acquired BoilerJuice Refer a Friend Vouchers in a way that violates these terms of applicable laws.

ii. BoilerJuice reserves the right to terminate the “Programme” or change the terms at its own discretion at any time.

2. BoilerJuice Refer a Friend Vouchers:

a. BoilerJuice Refer a Friend Vouchers can be used as payment or partial payment against BoilerJuice heating oil orders on “The Website” or by “Telephone”.

b. BoilerJuice Refer a Friend Vouchers cannot be redeemed for cash and have no monetary value.

- c. BoilerJuice Refer a Friend Voucher can be used against a “Referred Customer’s” first order. The “Referring Customer” is awarded a voucher for each successful referral once the “Referred Customer’s” order has been confirmed as delivered by the Supplier.
- d. “Referring customers” may combine their Refer a Friend Voucher only with other Refer a Friend Vouchers acquired through referrals.
- e. “Referred customers” may not combine their Refer a Friend Voucher with any other vouchers or offers.
- f. Vouchers are only valid on a minimum order of 500 litres of Kerosene²⁸ heating oil (in England, Wales, Scotland and Northern Ireland).
- g. The voucher value will be £5 pounds to both the “Referring Customer” and the “Referred Customer” (for a delivery made in England, Scotland, Wales and Northern Ireland).
- h. “Referring Customers” will accrue a Refer a Friend “Voucher” for every “new customer” he/she refers provided:
- i. “Referred Customers” make a purchase that is then not subsequently cancelled on “The Website” or “Telephone” after they order through the “Referring Customers” unique Referral Link or the unique voucher code and;
- j. “Referred Customers” will accrue a Refer a Friend Voucher by following a “Referring Customers” link or using a unique voucher code.
- k. Once “Referred Customers” make a purchase that is not subsequently cancelled on the website or via the phone, they will only be able to participate in the Refer A Friend “programme” as a “Referring Customer”.
- l. Redeemed BoilerJuice Refer a Friend Vouchers are not refundable, exchangeable, replaceable, redeemable, or transferable for cash, credit or to other Refer a Friend accounts under any circumstances, unless specifically permitted by these Terms and Conditions.
- m. BoilerJuice Refer a Friend Vouchers accrued in any Account do not constitute property of the “Referring Customer” and are not transferable by operation of law or otherwise to any person or entity and cannot be transferred to any other account.
- n. BoilerJuice Refer a Friend Vouchers accrued in a “Referring Customers” account for any given day will be valid for 12 months from the date the “Referred Customer’s” order was confirmed as delivered by the Supplier. If unredeemed after 12 months, it will expire and be deleted from the “Referring Customers” account. If the “Referring Customer” neither redeems the BoilerJuice Refer a Friend Voucher nor makes a subsequent purchase before the last day of the 12th month, the BoilerJuice Refer a Friend Voucher will be removed from the “Referring Customers” account.
- o. BoilerJuice has the right to change the methodology for the accrual of BoilerJuice Refer a Friend Vouchers in the future at any time without prior notice.
- p. BoilerJuice Refer a Friend Vouchers can be used on the Website for heating oil orders, but not for shop products. If your BoilerJuice Refer a Refer a Friend Voucher value is less than the value of goods ordered, the difference is to be covered by payment with a credit / debit card or your tank account balance.
- q. For each qualifying Referral only one BoilerJuice Refer a Friend Voucher will be allocated to “Referring Customers” and “Referred Customers”. Any further or subsequent purchase by

“Referred Customers” will not be rewarded and/or be profitable for either “Referred Customers” or “Referring Customers”.

3. Refer a Friend “Programme” Account:

a. If The User Account is not in good standing or in dispute, the “Referring Customer's” Refer a Friend Programme Account enrolment and the relevant use of BOILERJUICE may be suspended.

b. If The User cancels their Account or has their Account cancelled, all BoilerJuice “Refer a Friend” Vouchers accrued in the User's Account and not redeemed at the date of cancellation will be forfeited, unless otherwise agreed at the time of such cancellation.

4. General:

a. In sharing the “Referral Link” or “Referral Code” the “Referring Customer” accepts and agrees to these terms and conditions.

b. The personal recommendation message from “Referring Customers” containing the “Referral Link” or “Referral Code” can only be distributed to a natural person via personal forms of communication (Word of Mouth, Facebook, Twitter, Google+ and personal email) and not via legal entities.

c. If a “Referring Customer” sends information to another person via e-mail or through social networks it must meet the general conventions for sending e-mails and messaging through said social networks to friends or family members. Mass messaging, messaging to strangers, or any form of action which violates the law or serves commercial purposes, particularly in the form of "spam", is strictly prohibited and will result in immediate cancellation of the customer account of the “Referring Customer” and the “Referral Link” and “Referral Code” will be deactivated.

d. For the purpose of clause 4c Mass messaging includes but is not limited to:

i. Any website with a URL that contains any or all of the following terms, or derivatives of the following terms: "code", "discount code", "voucher code", "promotional code", "voucher" or "coupon"

ii. Any website which appears in search engine listings under any of the terms or derivatives of the following terms: "code", "discount code", "voucher code", "promotional code", "voucher" or "coupon"

iii. Any website whose primary or main focus is to promote the use of voucher codes and/or referral links.

iv. Advertising by PPC (Pay Per Click) or website post including but not limited to "forums" or "bulletin boards".

e. BoilerJuice reserves the right to terminate the Refer a Friend “Programme” at any time. BoilerJuice also reserves the right to change “Programme” terms and conditions at any time.

f. Fraud or abuse relating to the accrual of BoilerJuice Refer a Friend vouchers in the Programme or redemption of BoilerJuice Refer a Friend Vouchers may result in forfeiture of accrued BoilerJuice Refer a Friend Vouchers as well as cancellation of a User's Account.

g. The failure to enforce a particular Term or Condition does not constitute a waiver of that Term or Condition by BoilerJuice Ltd.

h. All questions or disputes regarding eligibility for the “Programme” or the eligibility of BoilerJuice Refer a Friend Vouchers for accrual or redemption will be resolved by BoilerJuice in its sole discretion.

i. The Programme and any use of The Website are subject to the "terms and conditions" and "terms of use" of The Website and the privacy policy terms, as described on “The Website”.