



## Applicable terms and conditions of „Try Dakea” marketing campaign

### Who is eligible for the 30 day refund?

- The 30-day No-Quibble Refund is applicable to new installers, who are registering and installing a Dakea roof window for the first time
- An installer is understood as a “business entity” who installs at least ten roof windows a year
- In order to qualify the installer needs to be verified by a Dakea Sales representative - just speak to your Dakea rep
- Installer company can participate only once, regardless of person representing the company
- This offer applies to roof windows, and installation products. Other products (e.g. skylights, loft ladders, comfort accessories) are not included

### Claim process

- Installers should contact their Dakea representative who may need to visit the site before authorising the return at the original point of sale.
- The 30 day refund offer is valid when qualified by Altaterra sales person, and through dealers who choose to participate in the campaign. For up-to-date list of dealers please go to [dakea.co.uk/where-to-buy/](http://dakea.co.uk/where-to-buy/)
- The 30 day period starts when the new product is delivered to the installer.
- This offer is from Altaterra to the merchant (point of purchase), **not** the installer. Altaterra will credit invoice purchase price of Dakea to merchant. Altaterra is not liable for the refund from the point of purchase to the installer.
- The cash-back refers only to roof windows, and installation products. Other products (e.g. skylights, loft ladders, comfort accessories are not included).

## **Other**

- Altaterra does not assume liability for costs of dismantling the old product, processing a new product, installing a new product, or similar costs.
- Altaterra shall not be liable for any loss, costs, expenses incurred directly or indirectly by the end-user and shall not otherwise be liable to pay damages or compensation.
- Altaterra does not assume liability for indirect or consequential damage and loss, or product liability other than what may follow from mandatory law.
- Altaterra does not exclude or limit its liability in negligence for death or personal injury, or for fraud or wilful default, or otherwise in so far as any exclusion or limitation of its liability is void, prohibited or unenforceable by law.
- Altaterra reserves the right to withdraw 30-day-money back guarantee, while honouring products purchased within the previous 30 days as part of this campaign.
- This does not affect any other promotion by Altaterra including Velux Rewards. Any faulty product can be returned under UK law as well as our 20-year guarantee.

## **Deliveries**

- 48hr delivery commitment is based on collection from the Dakea network of distribution partners or delivery to site. Please refer to the Dakea 2021 catalogue for details of the products available in 48 hours. We'll always try our best to meet the estimated delivery timescales we give you, however, we won't be held responsible for any failure to deliver your order within the stated timescales. If we can't deliver your order within this timescale, we will advise you, and give you the opportunity to either wait for the Goods or cancel your order. If you choose to cancel, you are eligible for a full refund including any delivery charges that apply.

## **Definitions**

Installer – Business entity which installs roof windows

Dakea – brand of Altaterra

Merchant – Dakea distributor reselling Dakea products to installers

Point of purchase – physical location representing merchant