

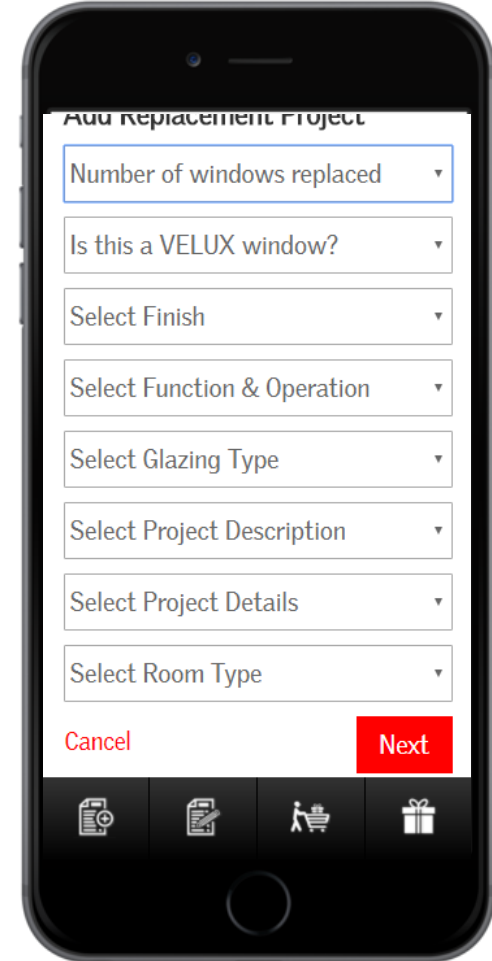
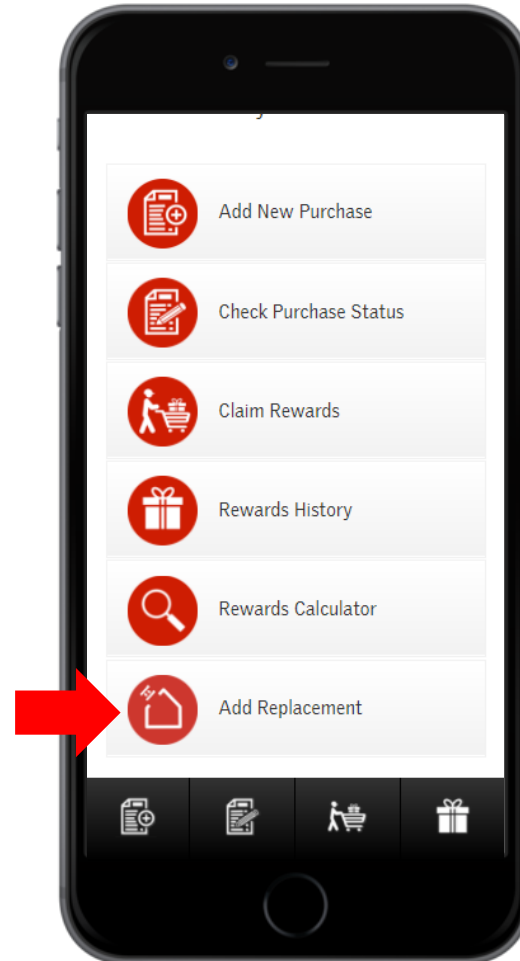
USING THE EXCLUSIVE REPLACEMENT FUNCTION IN VELUX REWARDS

WHAT IS THE NEW REPLACEMENT FUNCTION

- ▶ VELUX have introduced a function to VELUX Rewards for a trial period, exclusive to our Certified Installers
- ▶ This function allows you to claim £10/€12 additional points for every older VELUX roof window that you replace, over and above the points you earn for the new window that you have installed
- ▶ Submitting the details of the window that you have replaced is simple, but is easiest to carry out while on site. We just need a clear image of the data plate from the old roof window, and a picture of the window once it has been removed from the roof.
- ▶ The following instructions will guide you through the process for submitting your replacement claims

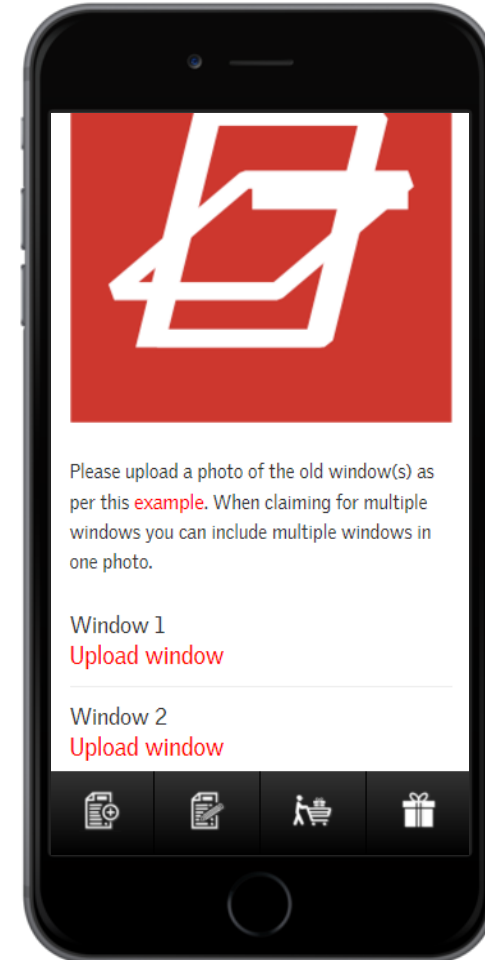
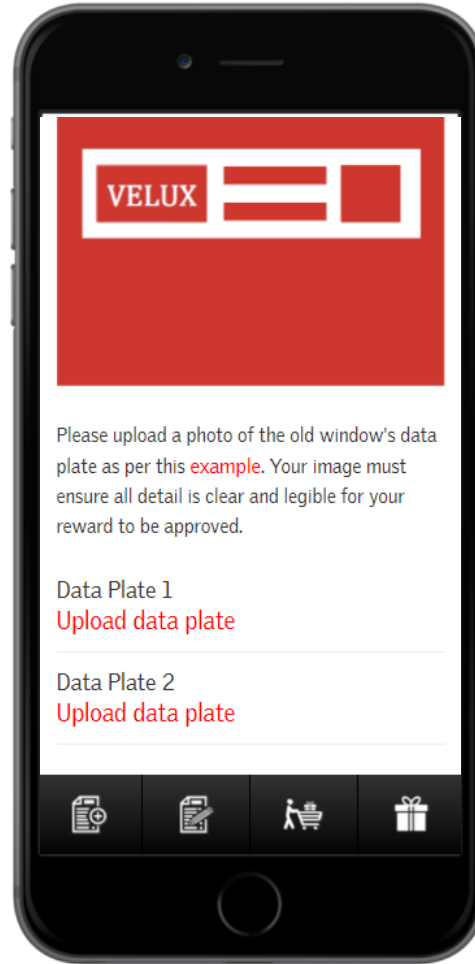
SUBMITTING REPLACEMENT CLAIMS

- ▶ Once you have logged into your VELUX Rewards account as normal, you will notice a new icon in the member area called 'Add replacement' click this icon to start
- ▶ You will then be asked to complete a few questions about the product you are using to replace the older roof window



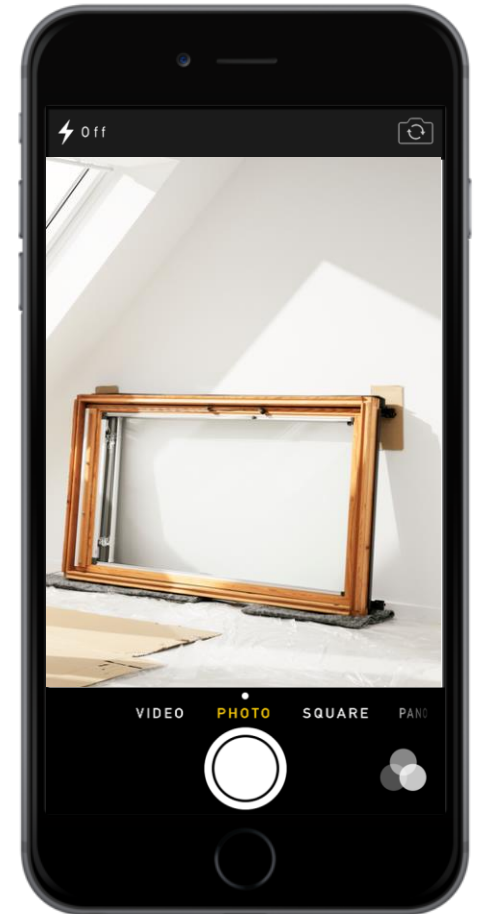
UPLOAD IMAGES

- ▶ You will now be asked to upload images of the data plate for each roof window you are replacing and an image of each window once it has been removed from the roof
- ▶ If using your smart phone, this can be done directly from the camera, or you can upload images from your phone or computer



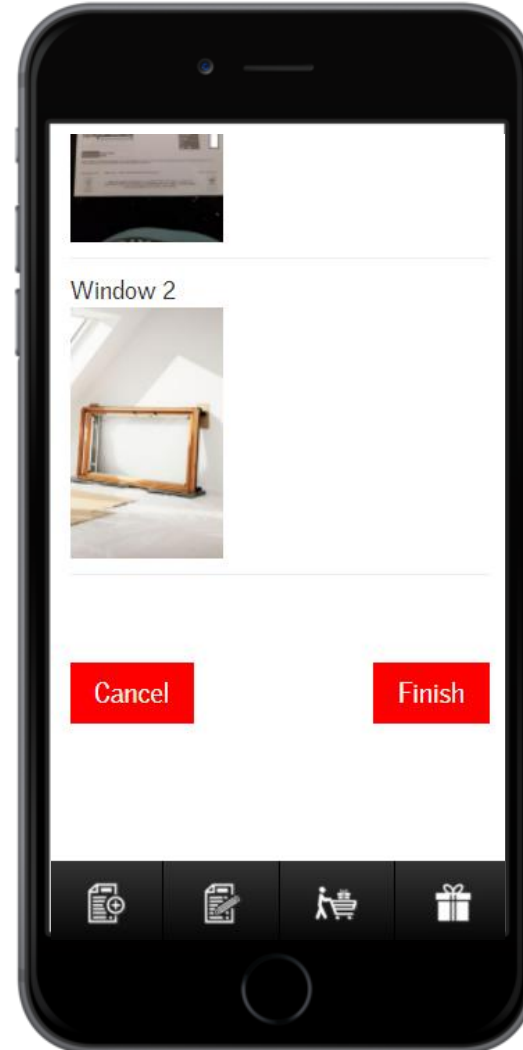
TIPS FOR SUBMITTING IMAGES

- ▶ Images of data plates should show the full data plate, and it essential that the full code is legible, e.g. GGL-8 081 J 01C
- ▶ Data plates can become dirty and difficult to read over time. You may need to wipe down the data plate prior to taking the picture
- ▶ For images of the windows removed from the roof, please make sure that the whole window is visible



SUBMIT YOUR IMAGES

- ▶ Now simply click 'Finish' to upload your images.
- ▶ VELUX will verify the images and £10/€12 of VELUX rewards points will be added to your account within 7 working days



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