



# COMFORTCLUB

## What is the Comfort Club?

Comfort Club is Fujitsu General Air Conditionings (UK) Ltd Rewards scheme providing you with 2% of your spend on Qualifying Product back to as Rewards Value to be claimed as vouchers or other sensational items shown on our Fujitsu Shop website

## What is a qualifying product?

Any products described on our website as 'Splits', 'Multi-Systems' or 'Variable Refrigerant Flow Systems (VRF)' and their options and accessories. Spare Parts are not included in the list of qualifying equipment.

## What reward do you get for your spend?

To work out what you receive please see the below

Spend	Rewards Value
£50	£1
£500	£10
£1,000	£20
£5,000	£100
£10,000	£200

## Is there a minimum claim?

The minimum claim we can accept is £50.

## What can I claim?

We currently provide

- Vouchers – our current offering is Love2shop, Amazon, John Lewis, Thomas Cook, B&Q, Marks & Spencer, Fujitsu Shop Vouchers

## How do I know what I can claim?

You will receive a regular statement showing, your balance available to claim from each distributor(s) you have a Comfort Club account with. If you buy directly from Fujitsu, you will also receive a statement from us. Please note you can only claim from each Distributor and from us direct up to the balance shown on the statement to you.

## Do I have to do anything to maintain my membership?

We are asking members to ensure they have provided us with; a valid email contact for Fujitsu to contact you regarding the scheme and a Companies house number, VAT Registration number OR if you do not have these for whatever reason for you to notify our administrator that you are operating as a Sole Trader.



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## How does the Comfort Club work?

### Accruing points

To accrue points, you must have set up an account with our distributors, or directly with us.

You may have up to 3 distributor accounts and 1 direct account.

The points on each account are treated separately and cannot be transferred to another account

You start to accrue points from the 1st day of the month in which you joined Comfort Club under each distributor separately. For example; if you join a distributor in March you accrue points with them from March onwards. Adding a second distributor in April means you will accrue points with them from April.

### Statements and Claims

Our Distributors will be handling your claims and statements on our behalf. If you have an account directly with Fujitsu, our Comfort Club administrator will handle these.

Once per month we send out statements to the distributors who, in turn, pass this information to you.

We deduct 250 points (Equivalent to £5) from your total balance to cover postage and packaging for any claims you make.

If you would like to claim points as vouchers, we have a claim form available on our website for members to download, fill out and sign. Once the form is completed simply send this in to your main contact at the distributor you are claiming the points under (or our administrator if you purchase your equipment with Fujitsu direct). Our website is shown in the link below;

<https://www.fujitsu-general.com/uk/comfortclub/index.html>

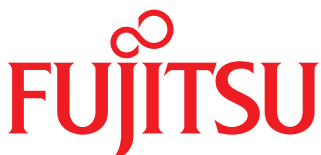
## Where do I sign up?

You can either complete the form on our Website shown below or contact the distributor you purchase our equipment from <https://www.fujitsu-general.com/uk/comfortclub/index.html>

## What if I have any other questions?

Please feel free to check out our website shown above or contact our administrator on the below details;

Tel – 0208 731 3463 Email - [ComfortClub@fgac.fujitsu-general.com](mailto:ComfortClub@fgac.fujitsu-general.com)



AIR CONDITIONING

FUJITSU GENERAL AIR CONDITIONING (UK) LIMITED