



## Find Your Quiet – Prize Draw Terms & Conditions

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- Entry is open to residents of the United Kingdom who are aged 18 years or older. Employees of Quiet Mark Approval Ltd, participating prize partners, their immediate families, agents and anyone professionally associated with the prize draw are not eligible to enter.
- The Promoter is Quiet Mark Approval Ltd ('the Promoter').
- Entrants agree to be bound by these rules and any other requirements set out in the material relating to this promotion.
- The Prize is a single prize comprising the Quiet Mark Certified products, as individually listed and described on the competition page, with a total value of £20,000 ('the Prize'). There are no runners-up prizes.
- The Promoter will make reasonable efforts to contact the winner using the contact details provided at entry. The winner will have 7 calendar days from notification to accept the Prize. If the winner cannot be contacted after reasonable efforts have been made, or does not accept the Prize within that period, the Promoter reserves the right to select an alternative winner at random.
- The Prize comprises the specified models supplied and/or fulfilled in partnership with Vaillant, Heat Geek, KitchenAid, Aircraft & Airflow. Should any advertised product become unavailable, a reasonable equivalent of equal or greater value may be provided. This substitution provision does not apply to the heat pump and installation element, which is governed by the separate terms and conditions below.
- No cash or other alternative to the Prize will be offered and the Prize is non-transferable.
- Entrants may withdraw their entry from the prize draw by emailing their full name and the email address used to enter to [emailus@quietmark.com](mailto:emailus@quietmark.com).
- Only 1 entry can be made per person.
- The prize draw closes at 11:59 pm on Monday 30th November 2026.
- The winning entry will be randomly selected after the prize draw closes and the winner will be notified using the contact details provided at entry within 7 working days.
- Once the winner has been confirmed, their surname and county will be made available on request. The winner may object to this or request that less information is made available. The Promoter will still provide the winner's details to the Advertising Standards Authority if required.
- Any additional publicity involving the winner, including use of their full name or photograph, will be subject to their consent.
- The decision of the Promoter is final, and no correspondence will be entered into.
- The Prize is promoted by Quiet Mark Approval Ltd, with individual prize elements supplied and/or fulfilled by the participating brand partners identified in the prize promotion.
- The Promoter reserves the right to amend, suspend or cancel the prize draw without prior notice, provided that any such action is taken fairly and does not unfairly disadvantage entrants.

- The Promoter reserves the right in its sole discretion to disqualify any individual that corrupts or affects the administration, security, fairness, integrity or proper conduct of this prize draw.
- To the fullest extent permitted by law and excluding death or personal injury caused as a result of the Promoter's negligence, the Promoter accepts no liability for loss or injury as a result of the prize draw or receipt or misuse of any prize.
- By entering the prize draw entrants give permission for Quiet Mark and the participating prize partners to contact them via email and may unsubscribe if they no longer wish to be contacted after the competition prize draw.
- Trademarks, logos, product and retailer names are the property of their respective owners.

### **Heat Pump & Installation Prize - Terms and Conditions**

- The property must be suitable for the installation of the Vaillant heat pump system, as determined by Heat Geek following any heat loss calculations, site surveys and other property assessments deemed necessary by Heat Geek. Heat Geek shall be responsible for all property assessments, system design, specification and suitability decisions. Vaillant shall be entitled to rely on Heat Geek's assessments and recommendations.
- Heat Geek will contact the winner directly to carry out or arrange any required assessments and confirm the process and next steps for installation. The winner must own the property or have the property owner's written permission for the installation.
- The winner must provide reasonable access to the property for any surveys, assessments and installation works required.
- If the property is deemed unsuitable for the heat pump system, or the installation cannot reasonably proceed, Vaillant and/or the Promoter reserves the right either to reallocate the heat pump element of the prize to another eligible prize winner or entrant, or to use the heat pump and associated installation contribution for an alternative promotional, marketing or PR purpose at its discretion. No cash or alternative prize will be provided to the original winner in respect of the heat pump element.
- There is no cash or alternative product option available in place of the Vaillant heat pump system.
- The Vaillant heat pump system and Heat Geek £3,000 installation voucher cannot be gifted, transferred or sold.
- The heat pump prize must be redeemed within 12 months of the winner being notified.
- Vaillant will provide its standard manufacturer's warranty for a period of 2 years, subject to the applicable warranty terms and conditions in force at the time of registration and commissioning being met. These are available on Vaillant's website here: [www.vaillant.co.uk/service/your-guarantee/heat-pump-guarantee/](http://www.vaillant.co.uk/service/your-guarantee/heat-pump-guarantee/).
- Vaillant's involvement is limited to the supply of products forming part of the prize and Vaillant shall have no responsibility or liability for any survey, design, installation, commissioning or workmanship.
- The prize consists solely of Vaillant products with a maximum aggregate retail value of £15,000 (including VAT).
- The specific products supplied as part of this prize shall be determined by Vaillant at its discretion based upon the design and specification provided by Heat Geek.

- Any contract relating to installation services shall be between the winner and Heat Geek and/or the relevant installer. Vaillant shall not be a party to any installation contract.
- To the fullest extent permitted by law, Vaillant's liability arising out of or in connection with the prize shall be limited to the repair or replacement of defective products under the applicable warranty terms and conditions, and in any event, shall not exceed £15,000, being the maximum value of the products supplied as part of the prize.

*Any question concerning the legal interpretation of the terms and conditions will be based on the laws of England and Wales, and the Courts of England and Wales will have jurisdiction.*  
*Quiet Mark Approval Limited Registered Office: 4 The Axiom Centre, Dorchester Road, Lytchett Minster, Poole, Dorset, BH16 6FE United Kingdom. [www.quietmark.com](http://www.quietmark.com).*