



COMFORTCLUB

Frequently Asked Questions

When does the new Comfort Club start?

- 1st July 2016

How do I register for the new Comfort club?

- Fill in your application form and return to the new administrator by email to comfortclub@fgac.fujitsu-general.com or by post to the address shown in the Terms and Conditions.
Application forms are available from the www.fujitsu-general.com/uk website

How do I find out my existing points value?

- Contact the current Comfort Club administrator for an up to date statement

What will happen to my existing points?

- Your closing balance will be transferred onto your new membership

How long will my existing points be valid?

- These will expire 30th June 2017

How are the new claims calculated?

- This is simple
£50 spent = £1 Reward £100 spent = £2 Reward
£1,000 spent = £20 Reward £10,000 spent = £200 Reward
£100,000 spent = £2,000 Reward

Who will be our point of contact regarding the Comfort Club?

- You will contact your preferred distributor(s)

Can I have more than one account?

- Yes, you can have accounts with up to three distributors, but only one membership



Will my Comfort Club membership number change?

- No, you will keep your existing Comfort Club membership number

Will my current tier level remain the same?

- Yes, you will start the Comfort Club on the same tier you were on at the close of the old Club

What do I get for my claim?

- A choice of reward vouchers - please see Terms and Conditions

How do I claim for my vouchers?

- Send a claim form to your distributor(s) who will then liaise with the Comfort Club administrator

Do I still need to submit my invoices?

- No, your invoices will be sent to the Comfort Club via your allocated distributor(s)

How will I receive my vouchers?

- Your vouchers will be sent to the distributor you made the claim through, they will then be dispatched or available for collection

What nominals are the vouchers available in?

- The vouchers are available in nominals of £10, £20, £50 and £100
NB: there is a minimum claim value of £50

Will I still get a monthly statement?

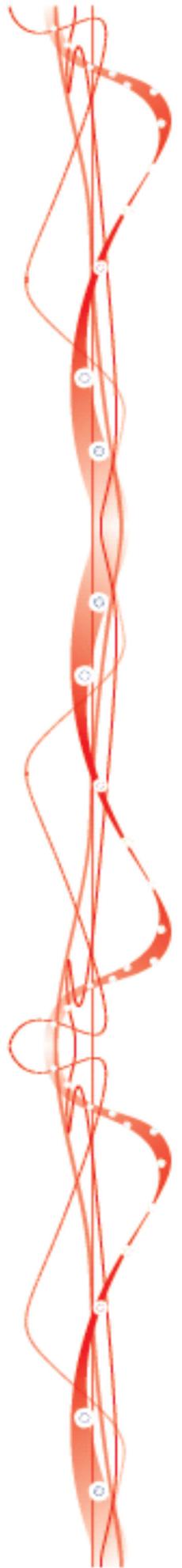
- Yes, a monthly statement will be sent to your distributor(s) who will then forward on to you

Are serial numbers still required?

- No, as from 1st July 2016, these will no longer be required

Is there an expiry date for claiming?

- Yes, one year from the date of the purchase invoice of Fujitsu equipment, optional parts or accessories



Is there a minimum spend requirement?

- No

Is there a maximum claim amount?

- No

Does the extended warranty still remain?

- Yes, this will not be affected

Do we still need to attend three Fujitsu training days?

- Yes, as without these the 5 years warranty will not be valid

Do I have to claim all my Vouchers through one distributor?

- You can only claim the vouchers that are showing on the statement from one distributor through that distributor

Which items qualify for Comfort Club claims?

- Fujitsu air conditioning Split systems, VRF, Multi-Systems, Accessories and option parts

Do Spare Parts qualified for points?

- No

