

TOSHIBA



Rewards Programme

The partner programme that delivers tailored rewards and value to our customers



TOSHIBA

VRF Units

- SMMSE - Mini VRF
- SMMSU - 2p VRF
- SHRME - 3p VRF
- SHRMA - 2/3p VRF ****NEW****

RAS Units

- Seiya
- Haori
- Daiseikai
- Shorai Edge

CONTROLS

RAV Units

- SDI - Super Digital Inverter
- DI - Digital Inverter
- DI Classic - ****New, Coming Soon****

A2W

- Estia Split - Indoor Hydro Unit ****NEW****
- DHW - Domestic Hot water Tank
- AIO - All in One System
- Monobloc - **** Coming Soon****

Vision Statement

Our Vision is to be the No.1 supplier in the UK of the most technologically innovative, energy efficient and environmentally friendly comfort cooling solutions, combined with a first class level of customer support.

The Value Of Partnership

We recognise the contribution that our network of installers and distributors make toward our continued success story and in line with our vision statement we have updated our rewards incentive programme to further enhance the benefits available to our loyal customers.

Together we work towards driving your business through the partnership levels.

Partnership Journey

We look forward to welcoming you on your journey with Toshiba Rewards

Silver:

As the first step on your journey the revenue requirement for Silver has been set at a moderate level to allow easy access for our customers and enable them to utilise the programme to enhance and grow sales whilst progressing through the different levels in the framework.

The scheme has been designed to provide excellent benefits and deliverables not available to Registered partners within Toshiba Rewards scheme. Silver status is designed to assist you in your early stages of your partnership journey and to provide you with support to enable you to grow and hopefully take steps towards Gold and Platinum levels.



Gold:

Gold accreditation is your second step on the journey we are taking together and is a reflection of your sustained commitment to growth and your journey with Toshiba. The revenue requirement for Gold has naturally been set at a higher level, but this will in turn allow our customers to gain more fully from the rewards scheme and the benefits it has to offer.

Gold status is designed to demonstrate your professionalism and commitment to the Toshiba brand with enhanced support and deliverables as well as provide financial benefits in order to prepare you to hopefully progress along the journey to becoming a Platinum member.



Platinum:

The final and most significant step for our exclusive Partners is Platinum status. This prestigious tier provides access to business support and a comprehensive suite of benefits not available to other tiers within the programme.

Not only does the Platinum badge denote your status at the top of the Toshiba Rewards Scheme, but it's also a statement on our part to award and recognise your excellence in delivering tailored solutions for your customers, and the key contribution to the Toshiba business as a whole.



Key Deliverables

Accreditations

The programme consists of three accredited partner tiers - Silver, Gold and Platinum in order of status. There is a set revenue threshold requirement for each tier that customers must meet in order to be able to market themselves as an accredited Toshiba Rewards Partner. The programme recognises total spend on DX/VRF new equipment across Toshiba, Carrier and CIAT purchased either directly or via distribution. All customers who are unable to reach the minimum threshold for the Silver tier will still be recognised as Registered partners and our account managers will put a plan in place to help support longer term ambitions to achieve Silver accredited status.

Training

Enabling our valued customers to deliver the best possible service is a fundamental mutual to success. That is why we are supporting all tiers with a basic level of CPD and product training, as well as offering more enhanced technical training for our Platinum partners.

Retrospective Rebates

While all participating customers benefit from being members of the Rewards scheme, Gold and Platinum members will also be able to earn tailored annual retrospective rebate to help support driving your business. For terms and conditions of the annual retrospective rebate please see page 7.

Discounts on Site Services

Discounts on services will increase as your partnership status rises.

Rewards Incentives

The rewards programme will make it easy for you to collect loyalty points with every purchase of Toshiba Air Conditioning new equipment products and to redeem them in our online rewards shop where you will find Love2Shop gift cards, equipment/tools, merchandise, high quality branded clothing and many more. With your individual log in you can manage your account, spend your points and keep up to date with any special incentives from your laptop, tablet or smart phone. Silver, Gold & Platinum partners earning points of a higher percentage.



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Rewards At A Glance

Tier	Registered	Silver	Gold	Platinum
Spend Criteria	> £10K	>£75K	>£200K	>£350K
Toshiba online rewards	Point =0.5%	Point =1%	Point =1%	Point =1%
Free training	Yes	Yes	Yes	Yes
Online warranty	No	Yes	Yes	Yes
Details on website	No	Yes	Yes	Yes
Hyperlink to website	No	No	No	Yes
Vehicle stickers	No	Yes	Yes	Yes
Discount off site services	No	No	10%	15%
Retrospective rebate	No	No	0.5%	1%
Product pre-launch events	No	No	Yes	Yes
Engineer kits	No	No	5	10
Office kits	No	No	5	10
European factory visit	No	No	No	Yes



Terms & Conditions:

General:

- The Toshiba rewards scheme is personal to the registered business and cannot be transferred to any other division of that business or associated or partner business.
- Toshiba reserves the right to (i) terminate the Toshiba Rewards Scheme; (ii) to alter or amend the terms and conditions of operation of the Toshiba rewards; and/or (iii) withdraw or cancel Toshiba rewards benefits (including but not limited to the rebate) without any liability on reasonable notice.

Rebate:

- The Toshiba Rewards Retrospective Rebate is available to Platinum and Gold Accredited Partners only.
- To qualify for Toshiba Rewards Retrospective Rebate, Partners must meet the relevant spend levels and training requirements as stipulated by tier outlined in this document.
- Toshiba Rewards Retrospective Rebate is not in addition to any existing historic rebate agreements the partner may hold or have held with Toshiba currently or in the past.
- The Partner is unable to combine any separate rebate agreements together with Toshiba Rewards Retrospective Rebate when making any claim. Toshiba Rewards Retrospective Rebate is due on UK spend only.
- Toshiba Rewards Retrospective Rebates will only be due on fully paid invoices and we can withhold where debts remain outstanding from the Partner.
- All decisions regarding rebates relating to Toshiba Rewards are up to the discretion of the Toshiba Managing Director of Sales and the decision is final.

Spend Criteria:

To reflect our ongoing commitment to Partnership and our customers we are delighted to confirm that all spend on Toshiba, Carrier and CIAT DX/VRF new equipment within the UK will be recognised as part of the Toshiba Rewards Programme.

Spend will be calculated based on the following conditions:

- All Toshiba, Carrier and Ciat combined spend on new equipment DX & VRF products (excluding applied systems).
- DX & VRF product sales within the UK ONLY whether purchased directly or via distribution will be recognised.
- Spend will be calculated based on total invoiced business in a Calendar Year (1st Jan – 31st Dec).
- Date of invoice generated by the system will dictate the time-period that the spend falls into.
- Spend on Spare parts, Maintenance Services, Delivery Charges and other services are excluded from recognised revenue.
- Recognition of spend remains solely at the discretion of the Managing Director for Toshiba.

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DELIVERING SOLUTIONS THROUGH INNOVATION AND PARTNERSHIP



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Discover more about Toshiba rewards here:

www.toshiba-aircon.co.uk