

Customer Feedback & Testimonial Discount Offer – Terms & Conditions

These Terms & Conditions apply to YorPower’s customer feedback and testimonial discount offer.

By taking part in this offer, you agree to the terms below.

1. Offer overview

YorPower may offer eligible customers a discount off their next invoice when they provide approved customer feedback, a testimonial, or other promotional content that YorPower is permitted to use.

The discount value will depend on the type of feedback or content provided and must be confirmed by YorPower in writing.

This offer is not a cash payment, refund, credit note, rebate, or gift voucher. It can only be used as a discount against a future eligible YorPower invoice.

2. Platform rules and review policies

YorPower welcomes honest customer reviews and feedback. However, discounts, rewards, or incentives will only be offered where permitted by the relevant platform, website, or review provider.

Customers must not leave fake, misleading, exaggerated, or dishonest reviews. Customers must not leave a review on behalf of someone else, use multiple accounts, or review YorPower where there is a conflict of interest.

YorPower will not ask customers to leave a positive review, change a negative review, remove a negative review, or give a specific star rating in return for a discount.

YorPower reserves the right to refuse, withdraw, or cancel any discount where applying the discount would breach the rules of a third-party review platform or applicable law.

3. Eligibility

To be eligible for the discount:

- The customer must have purchased a genuine product or service from YorPower.
- The original purchase must be fully paid for, unless otherwise agreed by YorPower in writing.
- The customer must provide proof of the approved feedback, testimonial, or content, such as a screenshot, link, file, or email confirmation.
- YorPower must be able to reasonably verify that the feedback, testimonial, or content is genuine and relates to the customer’s own experience.

- For standard customer feedback discounts, the customer's next eligible invoice must have a minimum value of £200 excluding VAT.
- For the £100 video testimonial discount, the customer's next eligible invoice must have a minimum value of £500 excluding VAT.

Invoice thresholds are calculated based on the invoice subtotal, excluding VAT, delivery, carriage, finance charges, credit card charges, third-party charges, and any other taxes or additional costs.

4. Minimum invoice value

No standard customer feedback discount will be applied to invoices below £200 excluding VAT.

The £100 video testimonial discount will only be applied to invoices over £500 excluding VAT.

Where the next invoice does not meet the required minimum value, YorPower may, at its sole discretion, allow the discount to be carried forward to a later eligible invoice. YorPower is not obliged to do so.

The discount cannot reduce an invoice below the relevant minimum invoice threshold, unless YorPower agrees otherwise in writing.

5. Discount cap

The discount cannot exceed the value of the eligible invoice.

If the discount value is greater than the next eligible invoice, no cash balance, refund, or credit will be provided.

YorPower reserves the right to cap, reduce, refuse, or withdraw any discount where the discount would be disproportionate to the value of the customer's purchase, particularly for low-value orders, spare parts orders, heavily discounted goods, clearance items, or one-off purchases.

Unless otherwise agreed in writing, only one discount may be used per customer, company, site, order, or invoice.

6. Spare parts, low-value orders and one-off purchases

YorPower reserves the right to refuse or reduce the discount where the qualifying purchase is a low-value order, a spare parts order, a one-off transaction, or where the discount would be disproportionate to the value of the customer's purchase.

Discounts cannot be used to create a situation where the customer receives more value back than they have spent with YorPower.

YorPower may require a minimum order value, minimum spend history, or future eligible invoice before applying the discount.

7. Refunds, cancellations and returned goods

If a customer receives a refund, credit note, cancellation, return, chargeback, or payment reversal for the original purchase, YorPower reserves the right to cancel the discount.

If the discount has already been applied and the original purchase is later refunded, cancelled, returned, disputed, or unpaid, YorPower reserves the right to recover the discounted amount, deduct it from any refund, or add it back to the customer's account.

Customers are not entitled to receive both a refund on their original purchase and a discount benefit linked to that same purchase, unless YorPower agrees otherwise in writing.

8. Use of testimonials and content

Where a customer provides a written testimonial, video testimonial, photograph, case study, social media post, or other content, the customer confirms that:

- The content is genuine and based on their own experience.
- They have permission to share any names, images, logos, sites, people, or project details included.
- They grant YorPower permission to use, edit, publish, reproduce, and share the content for marketing, sales, website, social media, advertising, and internal purposes.
- YorPower may use the content without further payment, unless agreed otherwise in writing.

YorPower reserves the right not to use or publish any content submitted.

9. No guarantee of approval

Submitting feedback, a testimonial, or content does not automatically guarantee a discount. YorPower may refuse the discount if the submission is incomplete, unverifiable, misleading, offensive, unlawful, inappropriate, copied, AI-generated without disclosure, or otherwise unsuitable.

YorPower may also refuse the discount where the customer has overdue invoices, an unresolved account dispute, or where YorPower reasonably believes the offer is being abused.

10. Timing and redemption

The discount will only be applied after YorPower has approved the submission.

The discount must be redeemed against the customer's next eligible invoice unless YorPower agrees otherwise in writing.

Discounts cannot be applied retrospectively to invoices that have already been issued, paid, credited, or closed.

Discounts are non-transferable and cannot be exchanged for cash.

11. Business customers and employees

This offer is intended for genuine YorPower customers only.

Employees, former employees, contractors, suppliers, family members, competitors, and anyone with a personal, financial, or professional conflict of interest are not eligible unless YorPower confirms otherwise in writing.

12. Abuse of the offer

YorPower reserves the right to refuse, withdraw, amend, or recover any discount where it reasonably suspects misuse of the offer.

This includes, but is not limited to:

- Fake reviews or testimonials.
- Duplicate submissions.
- Multiple submissions from the same customer, company, site, or related business.
- Reviews submitted from multiple accounts.
- Reviews left by people who have not genuinely used YorPower's products or services.
- Attempts to use the offer against very low-value purchases purely to obtain a discount.
- Attempts to claim a discount after receiving a refund, credit, cancellation, or chargeback.
- Any conduct that YorPower considers dishonest, misleading, unfair, or contrary to the spirit of the offer.

13. Changes to the offer

YorPower reserves the right to amend, suspend, or withdraw this offer at any time without prior notice.

Any decision made by YorPower regarding eligibility, approval, discount value, redemption, or misuse of the offer will be final.

14. General

This offer cannot be used in conjunction with any other discount, promotion, special pricing agreement, account credit, or negotiated rate unless YorPower agrees otherwise in writing.

These Terms & Conditions do not affect your statutory rights.

YorPower reserves the right to update these Terms & Conditions from time to time.

Your contact details