

# VELUX ACTIVE promotion FAQs

## What is this the promotion?

The promotion entitles you to a free VELUX ACTIVE kit KIX 300 with a qualifying purchase of a VELUX INTEGRA® electric or solar roof window

## Which VELUX INTEGRA® roof windows qualify for the promotion?

The following product codes qualify for this promotion:

GGU \*\*\*\*21U, GGL \*\*\*\*21U, GPU \*\*\*\*21U, GGU \*\*\*\*30, GGL \*\*\*\*30 and CVP 0673QV

## Is this promotion for VELUX INTEGRA® flat roof windows, as well as VELUX INTEGRA® pitched roof windows?

Yes, however please ensure you refer to the qualifying product codes above

## Is it one free ACTIVE kit per VELUX INTEGRA® electric or solar roof window purchased?

No, the promotion is per invoice / rewards claim not per roof window

## When is this promotion running from and until?

This promotion will run from 1st August until December 31st 2020 (purchases from 31st December will be valid for the offer for 14 days after the valid claim has been approved)

## Where do the VELUX INTEGRA® products have to be purchased?

Anywhere within the United Kingdom or Republic of Ireland

## Who can claim this and who does the ACTIVE kit get sent to?

Whoever makes the qualifying purchase of VELUX INTEGRA® roof windows will claim the ACTIVE kit. However, they will input the address of the homeowner, whether that be themselves or their customer

## How do I claim the free ACTIVE kit?

Simply make the rewards claim for the qualifying purchase as you usually would, and once the claim has been approved you will then receive an email of details of how to claim the ACTIVE kit

## How long do I have to claim the free ACTIVE kit?

The free ACTIVE kit is available to claim for 14 days from the date the VELUX INTEGRA® rewards claim is approved

## How long will it take the ACTIVE kit to arrive following the claim?

Expected lead time of the ACTIVE kit is 10 working days once the shipping information is provided

## Will I get VELUX Rewards for the ACTIVE kit as well?

No, VELUX Rewards will not be issued for the ACTIVE kit but you will receive the usual rewards for the VELUX INTEGRA® purchase

## I've received a free ACTIVE kit that I do not want – will you return this?

In this scenario please contact our customer service team on **01592 778 225** who will help rectify the issue.

## Who will install the ACTIVE kit?

Installing an ACTIVE kit is straightforward and instructions can be found here: [velux.co.uk/activesupport](http://velux.co.uk/activesupport). However, if you struggle please contact our customer support team on **01592 778 225**

## Do I need one ACTIVE kit per VELUX INTEGRA® roof window?

No, one ACTIVE kit will operate multiple VELUX INTEGRA® roof windows, blinds and shutters. If VELUX products are split across multiple rooms you may require additional sensors, see [velux.co.uk/activesupport](http://velux.co.uk/activesupport) for more details

## I have other VELUX roof windows already in my house, will this ACTIVE kit work with them too?

Yes, but they must be VELUX INTEGRA® electric or solar roof windows. If they are, you just need to pair them up during installation. Instructions for this can be found here: [velux.co.uk/activesupport](http://velux.co.uk/activesupport)

## For more details on this offer, go to [velux.co.uk/activeupgrade](http://velux.co.uk/activeupgrade)

VELUX ACTIVE

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Still can't find the answer to your question?

Please contact one of our friendly customer service advisors for further help on **01592 778 225**

**VELUX®**