Aspen Pumps - Trunking Installer Survey Prize Draw

European Terms & Conditions | One TP-LDP Veto Compact tool pouch to be won

1. Promoter	The promoter is Aspen Pumps Ltd, Apex Way, Hailsham, East Sussex, BN27 3WA, United Kingdom, company registration number 08291827 (“Promoter”). Questions about the prize draw may be sent to sales@aspenpumps.com.
2. Territory	The prize draw is open in European countries in which the Promoter makes the Aspen Pumps Trunking Installer Survey available. Entry is void where prohibited or where local law requires a registration, licence, filing, bond, notarial process or other formality that has not been completed.
3. Eligibility	Entrants must be natural persons who are legally resident in an eligible European country, are aged 18 or over or have reached the higher age of legal majority in their country of residence, and are professional heating, cooling or refrigeration engineers or installers. Employees, officers and agents of the Promoter, its group companies, agencies and prize suppliers, and members of their immediate households, may not enter.
4. Free entry	No purchase or payment is necessary. Entry is free. Internet access and a valid email address are required. Any normal internet or mobile charges imposed by an entrant’s provider remain the entrant’s responsibility.
5. How to enter	During the Entry Period, an eligible entrant must complete and submit the Aspen Pumps Trunking Installer Survey through the survey link by which these terms are provided, including the mandatory contact information required to administer the draw. Survey answers must be genuine. Incomplete, automated, fraudulent, misdirected or late entries may be rejected where permitted by law.
6. Entry Period	The prize draw opens at 00:01 Central European time on [11/11/2026] and closes at 23:59 Central European time on [15/01/2027]. Central European Summer Time will apply where it is in force. The Promoter’s survey system will be the official timekeeper, subject to applicable law.
7. Entry limit	Only one entry per person is permitted. Entries made using multiple identities, by automated means or on another person’s behalf may be disqualified. No person may win more than one prize in this draw.
8. Prize	There is one prize: one TP-LDP Veto Compact Zipped Service Tech Tool Pouch. The prize is supplied as described and is subject to availability. It is non-transferable, non-exchangeable and has no cash alternative, except where local law requires otherwise. If circumstances beyond the Promoter’s reasonable control make the stated prize unavailable, the Promoter may provide an alternative of equal or greater value.
9. Winner selection	One provisional winner will be selected at random from all valid entries. The random draw will be conducted using a computerised random-selection process under the supervision of a responsible member of the Promoter’s team on or before [16/01/2027]. The Promoter will retain an internal record of the valid-entry pool, selection method and result. Reserve winners may be drawn at the same time and in the same manner.
10. Contact and verification	The provisional winner will be contacted using the email address supplied with the entry within five working days after the draw. The Promoter may request reasonable evidence of age, identity, professional eligibility and residence. The provisional winner must respond and provide any reasonably requested evidence within 14 calendar days. If the provisional winner is ineligible, cannot be contacted, does not respond in time, refuses the prize or fails verification, the Promoter may award the prize to a reserve winner, where permitted by law.
11. Delivery and costs	The prize will be sent to a deliverable address in the winner’s eligible country within 30 days after verification, unless the winner is informed of a reasonable delay. The Promoter will pay standard delivery costs. The Promoter will account for taxes or reporting obligations imposed directly on the Promoter. The winner remains responsible for any personal tax liability that cannot lawfully be borne by the Promoter.
12. Winner information	The Promoter will not use the winner’s name, image or other personal information for publicity without separate, freely given consent. Where disclosure of winner information is required by applicable law or a competent regulator, the Promoter will disclose only the minimum information required and will respect any right to object or request reduced disclosure.

13. Personal data	Aspen Pumps Ltd is the controller of personal data used for the prize draw. The Promoter will use the entrant's name, email address, country, eligibility information, survey response and, for the winner, delivery details and verification evidence, only as reasonably necessary to administer the survey and draw, verify eligibility, prevent fraud, contact the winner, deliver the prize, maintain required records and comply with law. The legal bases are performance of these prize-draw terms, the Promoter's legitimate interests in fair and secure administration, and compliance with legal obligations, as applicable. Data may be shared only with service providers supporting the survey, random selection, IT, professional advice and prize delivery, and with public authorities where legally required. Data will be kept only for as long as reasonably necessary for these purposes and any applicable limitation, tax, audit or regulatory period, then deleted or anonymised. Any international transfer will use a lawful transfer mechanism. Entrants may exercise applicable rights of access, rectification, erasure, restriction, objection and portability, and may complain to their local supervisory authority. Further information is available in the Aspen Pumps Privacy Policy at https://dam.aspenpumps.com/docs/en-GB/privacy-policy.
14. Marketing	Entry is not conditional on agreeing to receive marketing. Any marketing consent presented with the survey must be separate, optional, specific and capable of being withdrawn at any time. Refusing or withdrawing marketing consent will not affect entry into the draw.
15. Fair administration	The Promoter may verify entries and take proportionate action against fraud, manipulation, technical abuse or breach of these terms. If an event outside the Promoter's reasonable control materially affects the fair or safe operation of the draw, the Promoter may suspend, modify or cancel it only to the extent reasonably necessary and subject to applicable law. Any material change will be communicated through the same channel used to make the survey available.
16. Liability	Nothing in these terms excludes or limits liability that cannot lawfully be excluded or limited, including liability for fraud, death or personal injury caused by negligence where applicable, or any mandatory consumer right. Subject to that rule, the Promoter is not responsible for loss caused by events beyond its reasonable control or for an entry not successfully completed due to a technical failure, except where the Promoter is legally responsible.
17. Platforms	This promotion is not sponsored, endorsed or administered by, or associated with, any social-media or survey platform through which it is made available. Any release of a platform applies only to the extent permitted by applicable law.
18. Governing law	These terms are governed by the laws of England and Wales. However, an entrant retains the benefit of any mandatory consumer-protection law and any mandatory right to bring proceedings in the courts of the entrant's country of residence. If any provision is invalid or unenforceable under applicable law, the remaining provisions continue to apply.
19. Local law and language	Applicable local law prevails over any conflicting provision of these terms. The Promoter may provide a local-language version. Where local law permits, the English version is the reference version; this does not remove any right to receive mandatory information in another language.
20. Acceptance	By entering, an entrant confirms that the entrant meets the eligibility requirements and agrees to these terms. The Promoter's decisions on administration of the draw are final, subject to applicable law and any right to refer a matter to a competent authority or court.



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