



PY Installer Club FAQ's

Q How do I redeem my points?

A It's easy! On the Redeem Points screen on the app you will see your current points total, which will tell you whether you have enough points to start redeeming - you need at least 5,000 points. If you qualify, simply hit the Request call back button and we will ring you to arrange everything. If you don't qualify, the button won't work

Q What is the value of my points?

A For every £ you spend on Pegler Yorkshire products, you are awarded 5 points. These are worth 5p if you redeem for product, or 2.5p if you redeem for cash

Q How many points do I need before I can redeem them?

A You need a minimum of 5,000 points before you can start to redeem your points. This equates to spending £1,000 on Pegler Yorkshire products, and you will get products to the value of £50.00 back, or £25.00 if you want cash

Q I already have a MyPY account, but I can't access the Installer Club, why?

A The Installer Club is only available to Installers. It may be that when you registered with MyPY it wasn't as an Installer. If you contact us, we will be happy to help, please send an email to feedback@pegleryorkshire.co.uk

Q Do I have to pay for delivery?

A No. The minimum points redemption is 5,000 points, which equates to a minimum of £50.00 worth of Pegler Yorkshire products, so delivery is included

Q Do my points expire?

A Yes, they expire after 12 months

Q Is cash redemption the same value as product redemption?

A No, you get twice the value if you redeem your points for Pegler Yorkshire product

Q Can I just submit a till receipt?

A No, it must be a full invoice, we need to be able to see the product codes you are claiming against to verify they are Pegler Yorkshire products

Q Are there any restrictions on the products I can redeem my points against?

A Only that they have to be current Pegler Yorkshire product, listed on the Pegler Yorkshire website

Q How much do I pay for the products I want?

A The price you pay is the price set on the Pegler Yorkshire website

Q Can I take part of a box of product?

A No, if the product you want is listed on the Pegler Yorkshire website as a box quantity, you must use points to order the full box quantity

- Q** How long does it take to receive my product / cheque after redemption?
- A** Subject to items being in stock, product will be despatched to you within 28 working days. Similarly, cheques will be sent within 28 days
- Q** How soon can I start submitting invoices after I have joined the Installer Club?
- A** Straight away! But you can't submit any invoices dated before you joined the Installer Club, and remember they can only be for Pegler Yorkshire products
- Q** What happens if my invoice has items on it that aren't Pegler Yorkshire?
- A** Don't worry, we will take care of that. Just send us a copy of the full invoice, through the app, and we will allocate points for you against the Pegler Yorkshire products you have bought
- Q** Can I submit old Pegler Yorkshire invoices?
- A** No, you can't submit any invoices which are dated before you joined the Installer Club, but you can submit invoices up to a month old, as long as the date on them isn't earlier than the date you joined
- Q** Why can't I redeem my points online?
- A** We take great pride in our customer service, and feel the better way to do this is to speak to you personally. If you require product, we can discuss your specific requirements, if you want to redeem your points for cash, we can discuss that with you too
- Q** Can I redeem for both cash and product?
- A** Yes you can. If you have enough points, then you can redeem part of them for cash, and part of them for product
- Q** Are there any other Pegler Yorkshire apps I can use?
- A** The Installer Club is the first Pegler Yorkshire app. In the future we will be launching other exciting apps and on line incentives, which we will tell you about in good time before they go live
- Q** When do my points expire?
- A** Points are valid for 12 months from the day your qualifying invoice goes into the Installer Club system
- Q** Do I have to redeem all my points at once?
- A** Not at all, you can redeem as many or as few (minimum 5,000 points) as you want, and keep building your points total up for the future. Remember you only have a year for each invoice you submit, your points expire after 12 months
- Q** How long do I need to be a member before I can redeem points?
- A** As soon as you have enough points, you can start to redeem them. You need 5,000 points to be able to do this
- Q** Can I use my points to purchase product from the Pegler Yorkshire Clearance site?
- A** No, you can only redeem your points against products on the main Pegler Yorkshire website