

# Introducing the Proactive AV Loyalty Card

**Proactive**  
Audio Visual Excellence



## ProPoints

The Proactive AV ProPoints scheme has been introduced to reward all our customers with points which can be earned and redeemed for training courses or Compliments shopping vouchers...

### Training

Use your ProPoints to book onsite training sessions for your teachers. Onsite training sessions are available to book either during the day or after school or you are welcome to visit our training department at our HQ any morning – just book. Training courses are available for Beginners, Intermediate or Advanced users.



### Compliments Vouchers

Shop with these vouchers in over 130 high street stores or use them for school days out to attractions in London, Wicksteed Park or even trips to the theatre.



# John Lewis

You can start earning ProPoints before you have even made a purchase.

Connect with us on social media and we'll sign you up to the scheme and pop 100 ProPoints into your bank. Once you've made a purchase you will earn points like this...

- 100 ProPoints for every interactive touchscreen purchased
- 100 ProPoints for every £2000 spent on other audio visual installations (such as a projector and screen in the school hall)
- Pro-rata ProPoints if your purchase is below £2000 at a value of 0.05 points per £1, therefore a purchase of £1500 would qualify for 75 ProPoints (minimum order value £1000)

You can use your ProPoints as soon as you make a purchase, therefore if you wish to book your training session, or redeem your points against some Compliments Vouchers you can do so straight away.



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After your installation we will always check your purchase satisfaction and will send you a link to our Google Review site or a standard feedback questionnaire. You can earn additional ProPoints by completing a review on line or completing the questionnaire. Sometimes we may even request that we write a Case Study about your installation project, if this is the case and you agree to help us you can again earn more ProPoints.

We will send regular statements so that you have up to date information on your transactions and your points balance. All we ask is that your points are redeemed within a year of each transaction (which will be shown on your statement) otherwise the points will become invalid.

ProPoints earning and redemption value menus are listed below or go to the ProPoints page on our website [www.proactiveav.co.uk/propoints/](http://www.proactiveav.co.uk/propoints/)



DEBENHAMS

## How to Earn ProPoints

Earning Activity	ProPoints
Purchase of one interactive touchscreen	100
Spend of £2000 on alternative audio visual equipment (or pro-rata depending on spend)	100
Connection with Proactive on Social media	100
Completion of Google review or post installation questionnaire	100
Agreement for Case Study (if applicable)	200

## How to Redeem ProPoints

Redemption Activity	ProPoints
Training session during the day	100
Training session during lunchtime	100
Training session after school	200
Training session at Proactive HQ	25 per person
Compliments vouchers £25 (max of 50% of ProPoints total)	100

# Terms & Conditions

## General

- Existing ProPoint totals will be transferred to the new scheme and you will be notified of their transfer value
- ProPoints will be allocated once you sign up to the ProPoints scheme and upon your initial hardware order but cannot be used as additional discount
- The accrued ProPoints can be used immediately and benefited from on your first order
- The ProPoints card will be registered to a school or Multi Academy Trust (not an individual)
- ProPoints are redeemable for one year from the date of accrual after which they will become invalid
- A ProPoints statement will be provided by post or email on a regular basis
- No ProPoints can be carried over to the next year
- Purchase order value on alternative audio visual equipment and therefore the amount of points accrued is ex VAT
- The minimum order value where points can be earned is £1,000 ex VAT
- Accrual and redemption of points is subject to change and the Managing Director of Proactive AV will make the final decision
- Proactive AV reserve the right to cancel the scheme at any time with one months notice

## Training

- ProPoints can be redeemed for training sessions either in the morning, lunchtime or after school
- Training sessions need to be booked stipulating whether the requirement is for Beginners, Intermediate or Advanced course
- Training will be redeemed for the ProPoint value depending on the time of the day the training is booked (as per the Redemption Value Menu on the Proactive AV website)
- Training is subject to the Proactive AV trainers availability

## Compliments Vouchers

- A maximum of 50% of total points accrued can be redeemed against Compliments Vouchers
- Vouchers will be sent to each school via special delivery and notification will be made to the two email addresses provided upon sign up to the scheme

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