

# HETAS Approved Retailer Scheme



Application Form



# HETAS Approved Retailer Scheme



## Application Form Completion Guidelines

**NB:** if you have more than one showroom or retail advisor then a **separate form** will be required for **each showroom** address or **each advisor**. *Please complete this form accordingly.*

### Section 1. Showroom Contact Details

- Please confirm if you are an appliance retailer and/or a fuel retailer by circling yes or no.
- Please attach photographic evidence that each showroom is currently labelling appliances and fuels with basic information that is required as part of the HETAS Approved Retailer certification.
  - **Product Labelling Evidence** – *Please note that without evidence of labelling HETAS are unable to complete your application.*  
Each appliance should have the following information on display as a **minimum**:

✓ Manufacturer and Model	✓ Fuel Type and (if relevant) specification
✓ Rated output kW (Nominal Output)	✓ Appliance Type
✓ Energy label(s) as required by the Energy Labelling Directive	✓ Label shows if DEFRA Exempt (for use in smoke control areas)
✓ Efficiency (%) GROSS described to the nearest one decimal place or whole number	✓ Label shows if HETAS Approved
  - All appliances on sale must be CE marked as required by the Regulations.
  - **Solid Fuel Labelling** – *Retailers selling solid fuels are required to display correct labelling for information against all solid fuel products. Please refer to Terms and Conditions for full details.*

### Section 2. Registration Fees

- Please complete all relevant fields to confirm your total package under HETAS Approved Retailer scheme.
- Any additional extras can be purchased by creating a free online account at [shop.hetas.co.uk](http://shop.hetas.co.uk) once your registration has been finalised.
- The Retailer Annual Fee includes one free Trained Advisor ID card per showroom. Cards for additional Trained Advisors cost £15 (+VAT).

### Section 3. Payment Details

- Please select your chosen payment method.
- There is a Direct Debit option available, please contact us for more information on 01684 278 170 or email [registration@hetas.co.uk](mailto:registration@hetas.co.uk)

### Section 4. Insurance Details

- We need to check that you have the right type and level of cover to trade under the HETAS Approved Retailer scheme (refer to scheme Terms and Conditions). Please provide us with a copy of your insurance schedule
- You can call HETAS Insurance for a free bespoke quotation today on 01905 892376.

### Section 5. Showroom Trained Advisor Contact Details

- As per Terms and Conditions, there must be a minimum of one HETAS Trained Advisor per showroom – please see Terms and Conditions for minimum required training. Please list their contact details in this section.
- One photo per HETAS Trained Advisor is requested in order to produce your HETAS ID card. Your HETAS ID card will be sent to your business with your welcome pack and should be worn by the registered Trained Advisor at all times whilst on duty. Pictures should be passport type with a white background. Please either add the photo to this form or email an attachment along with your application to [registration@hetas.co.uk](mailto:registration@hetas.co.uk).

### Section 6. Personal Data

- Tick the relevant boxes if you want to consent to receive marketing and/or insurance information.

### Section 7. Declaration

- We require **both** the responsible person and the Trained Advisor to sign the relevant boxes in this section.
- Please include your full name in the required boxes

To save the environment and to speed up your application please return your completed form via email if possible: [registration@hetas.co.uk](mailto:registration@hetas.co.uk)

**NB:** All fields marked with a \* are compulsory fields

**Section 1. Showroom Contact Details** (these will be shown on the HETAS website).

<b>*Business / Trading Name:</b>			
* Sole Trader <input type="checkbox"/> Partnership <input type="checkbox"/> Limited Company <input type="checkbox"/> PLC <input type="checkbox"/>			
Please tick this box if you do NOT wish your business details to appear on the HETAS online search. <input type="checkbox"/>			
<b>*Responsible Person Name:</b>			
<b>*Address:</b>			
<b>*County:</b>		<b>* Postcode:</b>	
<b>*Telephone:</b>		<b>Mobile:</b>	
<b>*Email:</b>			
<b>Website:</b>			
<b>Is your business already HETAS registered?</b>	<i>yes / no</i>	If you answered "yes" to being registered with HETAS please tell us your:	
		Business name:	HETAS Registration number:
<b>Appliance Retailer:</b>	<i>yes / no</i>	<b>Fuel Retailer:</b>	<i>yes / no</i>

**Section 2. Registration Fees** - \*Itemise all the fees which apply to your business

a)	Retailer Annual Fee for non-HETAS registered businesses (one showroom) £160	£
b)	Retailer Annual Fee for HETAS registered businesses (one showroom) £110	£
c)	Additional Showroom(s) £110 each. Please provide details on copies of this form	£
d)	ID card for additional Trained Advisor(s) £15	£
e)	VAT at applicable rate	£
<b>Promo Code:</b>		<b>Total Registration Fees:</b> £

### Section 3. Please tick your preferred payment option below - *\*Please tick one box*

- Direct Debit  Please complete the attached Direct Debit form. Additional £10.00 (+VAT) admin fee applies.
- Card  We will contact you upon receipt of your application to arrange card payment.
- BACS  Barclays Bank. Sort code: 20-20-15. Account number: 63478262.

### Section 4. Please confirm you have Public Liability/Professional Indemnity Insurance

<b>*Level of cover:</b>	<b>Public Liability Insurance:</b>	
	<b>Professional Indemnity Insurance:</b>	
<b>*Insurance provider:</b>		

Call HETAS Insurance Services for a no-obligation quote: 01905 892 376

### Section 5. Showroom Trained Advisor Contact Details

Minimum one Trained Advisor per showroom.

<b>*Advisor name:</b>			
<b>Address:</b>			
<b>County:</b>		<b>Postcode:</b>	
<b>Telephone:</b>		<b>Mobile:</b>	
<b>Email:</b>		<b>*NI Number:</b>	

### Please don't forget your photos!

For your ID cards, we need one photo of each trained advisor. It should be passport type, against a white background. We can accept photos taken on a smartphone.

**Add one photo of trained advisor.**

OR

**Upload an image to your email.**



## Section 6. Personal Data

HETAS will handle personal data given to it by Approved Retailers and applicants in accordance with its Data Protection policy and the General Data Protection Regulation (GDPR).

I understand that the information I have given on this form and in support of my application will be recorded and retained by HETAS, in accordance with GDPR. It may be used for the following purposes: to process my application and manage my registration in accordance with the Rules and Conditions of Registration; to publish my contact details as a HETAS Approved Retailer; to send me any material that I may be entitled to; to alert me about expiring/expired qualifications; to compile aggregated statistics; to assess my eligibility to join courses and other schemes. My personal information will be kept securely and within the boundaries of the UK and/or the EU. The HETAS Privacy Notice is published online at: [www.hetas.co.uk/privacy-notice](http://www.hetas.co.uk/privacy-notice)

I also want to receive additional information from HETAS about registration schemes, training courses and/or industry events, at the contact details above. I can unsubscribe from marketing communications at any time:

Yes  No

I would like to receive additional information from **HETAS Insurance Services** (a trading name of **Jelf Insurance Brokers Ltd**) about industry-specific insurance and risk products which may be suitable for my business.

I consent to HETAS Insurance Services contacting me directly at the contact details above to receive such information via:

Email  Post  Telephone   
(tick where applicable)

I can unsubscribe from marketing or change my preferences at any time by contacting HETAS Insurance at [hetas@jelf.com](mailto:hetas@jelf.com) or on 01905 892376. For further details of how HETAS Insurance Services handle individuals' personal information, and how those individuals may exercise their rights in respect of that information, please refer to the Jelf privacy notice at: [www.jelf.com/info/privacy/](http://www.jelf.com/info/privacy/)

## Section 7. \* Business Declaration

I, \_\_\_\_\_ (full name of responsible person)

hereby confirm that all the information provided is accurate and agree to abide by the Rules and Conditions of HETAS Approved Retailer Registration.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### \* Trained Advisor Declaration

I, \_\_\_\_\_ (full name of Advisor)

hereby confirm that all the information provided is accurate and agree to abide by the Rules and Conditions of HETAS Approved Retailer Registration. I also confirm that I am employed by this business as a member of staff at this showroom.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please sign **Section 7** & email or post all necessary information together with the appropriate fees to:

HETAS Ltd, Severn House, Unit 5, Newtown Trading Estate, Green Lane, Tewkesbury, GL20 8HD

01684 278170

[registration@hetas.co.uk](mailto:registration@hetas.co.uk)

[www.hetas.co.uk](http://www.hetas.co.uk)

## Next steps:

- Complete and return your application form to us by post or email with the requested supporting documents.
- We will then check that you have the correct insurance and procedures in place.

The following checklist can be ticked for your guidance, ensuring your application is not delayed:

### **Final Check list** Requirements for joining HETAS Approved Retailer Scheme

- A minimum of one member of staff at each showroom who has completed and successfully passed the relevant HETAS training course**
- Provide photographic evidence of product labelling**
- Include a copy of appropriate business insurance schedule along with your application form as per T's & C's**
- You must display all HETAS advice sheets in your showroom. These can be purchased via <http://shop.hetas.co.uk/>**
- Must display at least one HETAS Approved Product**
- Must have a showroom facility to allow customers to view products and receive appropriate advice**

Need further support? – Please feel free to email us at [registration@hetas.co.uk](mailto:registration@hetas.co.uk) or call us on 01684 278170 (Option 2)  
Lines are open Monday to Thursday 8.30am to 5pm and Fridays 8.30am to 4.30pm, closed bank holidays.

Please return to:

**HETAS Ltd**

Severn House,  
Unit 5, Newtown Trading Estate,  
Green Lane,  
Tewkesbury,  
GL20 8HD



**Instructions to your bank or building society to pay Direct Debits**

Name(s) of account holder(s):

Originators Identification Number:
Reference

Bank or Building Society Account number
Bank Sort Code

Name and full postal address of your bank or building society

Signature (s)
Date

**Please ensure your bank or building society account can accept Direct Debit instructions.**

If submitting this form online please type your full name in the signature field.

Please be aware by signing/typing your name in the signature box you are confirming you are the account holder

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.
- The Guarantee covers Direct Debit payments. It cannot be used to address contractual disputes between you and the billing organisation.



**HETAS Limited**

Severn House, Unit 5, Newtown Trading Estate,  
Green Lane, Tewkesbury, GL20 8HD

01684 278170 [registration@hetas.co.uk](mailto:registration@hetas.co.uk) [www.hetas.co.uk](http://www.hetas.co.uk)