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# Unity World 1% Vouchers Initiative: Terms & Conditions

  
**Communications**

  
**Cloud Services**

  
**Workplace IT**

  
**AI Software**

  
**Tech Force**

  
**Tech Shop**

These Terms & Conditions ("Terms") govern the Unity 1% Vouchers incentive (the "Initiative"). By applying for or accepting a voucher under the Initiative you agree to be bound by these Terms.

## 1. Promoter

The promoter of this Initiative is Unity World, Brunel House, Brunel Road, Middlesbrough, TS6 6JA ("Unity", "we", "us" or "our"). With registered company number 10503317 For enquiries about these Terms contact: [hello@unity.world](mailto:hello@unity.world).

This promotion is open to purchases made from 01/10/2025. No claims will be accepted before this period.

## 2. Overview

The Initiative rewards eligible purchasers with a digital gift card ("Voucher") where the customer's qualifying order value (excluding VAT) satisfies the eligibility criteria set out in these Terms.

## 3. Eligibility

3.1 Eligible Purchases: A purchase qualifies for the Initiative where all of the following are true:

- The order value (excluding VAT) is £500 or more on a single sale/order; and
- The products/services purchased are included in Unity's list of eligible product categories (as published from time to time – For current list see the link on the application page); and
- The purchaser is entitled/authorised to buy on behalf of the business named on the order; and
- The purchaser has an active Unity account (or creates one); and
- has completed the Initiative application webform as required; and
- The sale remains paid for and has not been cancelled or returned within any applicable return period.

3.2 Ineligible Purchases: Unless otherwise agreed in writing by Unity, the following are not eligible:

- Orders below £500 (excl. VAT).
- Products specifically excluded from the Initiative, internal sales and Tech Force sales unless sold directly to customers).
- Purchases where the product has been returned, cancelled or the customer received an authorised discount that reduces the margin below Unity's pre-agreed minimum.

## 4. Voucher calculation and tiers

4.1 Voucher calculation: Voucher values are calculated on the order value excluding VAT and rounded down to the nearest whole pound (£).

4.2 Tiers (current):

- Orders less than £500 — No voucher.
- Orders £500–£999 — flat £10 Voucher.
- Orders £1,000–£4,999 — £10 plus 1% of the amount in excess of £500. (Example: a £2,750 order results in a £32 Voucher).
- Orders £5,000 and above — 1% of the order value (subject to rounding and the cap below). (Example: a £11,950 order results in a £119 Voucher).

4.3 Cap: Voucher value is capped at £120 per order. Where the calculated Voucher would exceed £120 Unity will, issue multiple digital vouchers to cover the total calculated value – This is subject to vendor limits.

## 5. How to apply & claim process

5.1 Application: To claim a Voucher the purchaser must complete the online application form (the "Application") provided by Unity and include the requested order/invoice reference and contact details. The purchaser must also confirm acceptance of these Terms when applying. As well as being able to apply directly via the link, Unity will email customers who have made an eligible purchase inviting them submit a claim form which will have a link to the site.

5.2 Timing: A valid Application must be submitted after the order is placed and once payment has been received. Unity recommends that Applications are submitted promptly; Customers must apply within 30 days of payment being received by Unity.

5.3 Verification: Unity (or its fulfilment partner) will verify eligibility, payment and that the order remains valid. Unity reserves the right to request additional information and to withhold or reclaim a Voucher where eligibility criteria are not met.

## 6. Issuance, delivery & vendor

6.1 Delivery method: Vouchers are issued in digital format to the named recipient via email with notifications by SMS. The purchaser must ensure the contact details provided in the Application are accurate; Unity accepts no responsibility for incorrect contact details supplied by the purchaser.

6.2 Vendor: Unity may procure Vouchers from a third-party supplier (for example One4All or similar). Unity is not responsible for the vendor's systems or for delays outside Unity's reasonable control. Unity may substitute an alternative voucher product of comparable value if the chosen voucher is unavailable.

## 7. Use, restrictions & expiry

7.1 Use: Vouchers are non-transferable, non-exchangeable and may not be redeemed for cash. Vouchers may be subject to the supplier's own terms and conditions which the recipient must follow.

7.2 Expiry: Vouchers will expire 18 months from the date they are issued.

7.3 Unity will cancel unredeemed Vouchers in accordance with vendor terms and reclaim unused/unclaimed value where permitted if they are not used within 12 months from the date they are issued

7.4 One Voucher per eligible order/receipt: Only one Voucher is issued per qualifying order/receipt. Duplicate or multiple Applications for the same qualifying order will be rejected.

## 8. Rescinds, cancellations & returns

8.1 Cancellation or return: If the purchase is cancelled or the product is returned within any applicable return period, the Voucher entitlement will be invalidated and Unity may seek to reclaim any Voucher already issued or lawfully offset the Voucher value against amounts due from the purchaser.

8.2 Margin-based rescinds: If a sale is later found to fall below Unity's pre-agreed margin levels (or was made subject to unauthorised discounts that reduce margin) the Voucher may be rescinded. Where a Voucher is rescinded Unity will document the reason and Sales will, where appropriate, communicate this to the customer by telephone. This clause only applies to non-E-commerce sales.

## 9. Fraud & abuse

Unity reserves the right to refuse or invalidate any Application where it reasonably suspects fraud, multiple or false Applications, tampering, or abuse of the Initiative. Unity may require proof of identity or proof of purchase and may take any action necessary to protect the Initiative and its customers.

## 10. Data protection & privacy

Unity will collect and process personal data provided in Applications to administer the Initiative. Personal data will be processed in accordance with Unity's Privacy Notice. By applying for a voucher you consent to Unity processing your personal data for the purposes described. For a copy of our Privacy Notice visit <https://unity.world/privacy-policy/>

## 11. Liability

To the extent permitted by law, Unity excludes liability for indirect or consequential loss arising out of or in connection with the Initiative. Nothing in these Terms excludes liability for death or personal injury caused by Unity's negligence or for any liability which cannot be excluded by law.

## 12. Changes, suspension or termination

Unity may modify, suspend or terminate the Initiative (or these Terms) at any time and without prior notice where it reasonably considers it necessary (including in the case of suspected fraud or vendor unavailability). Any changes will be published by Unity and will apply to new Applications.

## 13. Governing law & jurisdiction

These Terms are governed by the laws of England and Wales and the courts of England and Wales shall have exclusive jurisdiction.

## 14. Miscellaneous & contact

14.1 These Terms and any disputes arising out of them constitute the entire agreement between the parties in respect of the Initiative.

14.2 Contact: For questions about these Terms or the Initiative please contact [Hello@unity.world](mailto:Hello@unity.world) or write to Unity, Brunel House, Brunel Road, Middlesbrough, TS6 6JA.

## 15. Definitions

Voucher — a digital gift card issued by Unity or a nominated voucher provider under this Initiative;

Application — the online webform completed by the purchaser to claim a Voucher;

Order Value — the total qualifying order value excluding VAT & Shipping charges;

Eligible Product — a product or service included in Unity's list of eligible product categories for the Initiative.