



# SuperFOIL Approved Installer Programme: Full Terms and Conditions

Updated: 02/02/2026

## 1. Introduction

1.1. The SuperFOIL Approved Installer Programme ("AIP") is designed to certify individuals who have undergone training provided by SuperFOIL Insulation ("SuperFOIL") in the installation of SuperFOIL products.

1.2. Participation in the AIP is subject to these Terms and Conditions. By joining the AIP, you agree to comply with these Terms and Conditions.

## 2. Training and Certification

2.1. SuperFOIL provides training on the correct installation of its products. Completion of this training qualifies participants to be recognised as Approved Installers.

2.2. Certification as an Approved Installer does not establish employment or agency with SuperFOIL. Participants operate as independent contractors or businesses.

2.3. Certification is valid for a period of three years and requires recertification to maintain Approved Installer status.

2.4. SuperFOIL will communicate updates to installation guidelines via email and the SuperFOIL website. Installers are responsible for staying informed and complying with the latest guidelines.

2.5. Installers will only be issued with an Approved Installer card once they have completed training, submitted a job, and had the installation signed off by SuperFOIL.

## 3. Use of the SuperFOIL Name and Branding

3.1. Approved Installers may use the designation "SuperFOIL Approved Installer" in marketing materials – including but not limited to websites, business cards, social media, and advertisements – to demonstrate their approved status under the SuperFOIL Installer Programme (AIP).

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3.2. Use of the SuperFOIL name, logo, and associated branding is conditional on continued compliance with these Terms and Conditions and adherence to SuperFOIL installation standards.

3.3. Installers must not represent themselves as employees, agents, or official representatives of SuperFOIL. Any claim or implication that the Installer is acting on behalf of SuperFOIL is strictly prohibited and constitutes grounds for immediate removal from the programme.

3.4. Installers must comply with SuperFOIL's branding and logo usage guidelines, which include (but are not limited to):

- Maintaining correct logo proportions and colours (e.g. SuperFOIL red, white, black) you must contact SuperFOIL directly to ensure alignment with current marketing guidelines
- Using logos only in connection with certified installations or training outcomes
- Avoiding unauthorised edits, distortions, or misleading applications

3.5. Installers are not required to seek pre-approval for marketing materials. However, SuperFOIL reserves the right to demand the removal or correction of any materials that do not meet brand or compliance guidelines.

3.6. Installers must not include the SuperFOIL name or imply SuperFOIL's liability within their own terms and conditions or service agreements. All customer installation-related issues remain the sole responsibility of the installer.

3.7. Written permission is not required for general marketing use in accordance with brand guidelines. However, unauthorised or misleading use of the SuperFOIL name or branding outside the scope of these terms may result in removal from the AIP or further action.

3.8. In the event of removal, suspension, or withdrawal from the AIP (see Section 13), the installer must immediately cease all use of the SuperFOIL name, logo, and any reference to AIP certification in marketing, communications, and documentation.

## 4. Liability and Insurance

4.1. SuperFOIL does not employ Approved Installers and is not responsible for their actions or omissions.

4.2. Approved Installers must maintain their own public liability insurance with a minimum coverage of £1 million and provide proof of coverage upon request or at periodic intervals as determined by SuperFOIL. If the installer employs staff, Employers' Liability Insurance must also be in place in line with legal requirements.

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4.3. SuperFOIL is not liable for any damages, claims, or disputes arising from installations carried out by Approved Installers.

4.4. Approved Installers agree to indemnify SuperFOIL against any legal claims, costs, or damages resulting from improper installations.

## 5. Job Submissions and Programme Benefits

5.1. Approved Installers are eligible for a Unique 25 Year Product Warranty Reference Number for completed jobs.

5.2 To qualify for this and any other programme benefits, participants must submit details of the completed job via the specified reporting system within 30 days of job completion, unless prior written approval for an extension has been granted.

5.3. All submitted jobs must be checked and signed off by the individual who has completed the official SuperFOIL installation training programme and holds a valid SuperFOIL Installer Card. This sign-off confirms that the installation has been carried out in line with SuperFOIL's approved methods and guidance.

Any project not signed off by a trained and carded installer may be considered non-compliant and therefore ineligible for the SuperFOIL 25-Year Product Warranty Unique Reference Number. It is the responsibility of the installer to ensure that each submission includes the appropriate sign-off, along with any requested supporting documentation.

5.4. All submitted jobs are subject to audit by SuperFOIL. Installer's submissions must maintain an 80% pass rate during audit checks to be eligible for any and all benefits available under the Approved Installer Programme.

Incorrect installations will not be eligible for the SuperFOIL 25-Year Product Warranty Unique Reference Number. Installers will be given the opportunity to rectify any issues and resubmit the job.

### 5A. Job Submission and Review Process

5A.1. The following outlines the required process for submitting jobs under the Approved Installer Programme:

- a. The installer must submit a technical enquiry for the project to SuperFOIL.
- b. SuperFOIL will provide technical specification guidance in response to the enquiry.

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- c. The installer is responsible for installing the SuperFOIL products in accordance with the provided technical guidance.
- d. Upon completion, the installer must submit job evidence in line with the AIP job submission process. To obtain the submission form and instructions, please contact SuperFOIL.
- e. SuperFOIL will assess the submitted evidence and provide monitoring feedback on the project.
- f. Any project that is not installed in accordance with SuperFOIL's technical guidance may be disqualified from receiving any and all applicable programme benefits.

## 6. Installation Standards

- 6.1. Approved Installers must follow SuperFOIL's technical guidelines and best practices for installation. These guidelines can be accessed on the SuperFOIL website or requested directly.
- 6.2. Installations are subject to quality audits by SuperFOIL. Installers agree to cooperate with these audits when requested.
- 6.3. Failure to meet SuperFOIL's installation standards may result in suspension or removal from the AIP.
- 6.4. Installers who repeatedly submit non-compliant installations or who display a consistent pattern of failure may be subject to permanent removal from the AIP programme.

## 7. Code of Conduct and Ethical Guidelines

- 7.1. Approved Installers must conduct themselves professionally and ethically when interacting with customers.
- 7.2. Installers must avoid conflicts of interest and disclose any potential conflicts to SuperFOIL.
- 7.3. Any behaviour that damages SuperFOIL's reputation or violates customer trust may result in immediate removal from the AIP.

## 8. Health and Safety Compliance

- 8.1. Approved Installers must adhere to all relevant health and safety regulations when installing SuperFOIL products.
- 8.2. Installers are responsible for providing appropriate training to their staff and customers, ensuring safe installation practices at all times.

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## 9. Complaints and Warranty Responsibilities

9.1. Approved Installers are responsible for addressing customer concerns and complaints related to their installations.

9.2. SuperFOIL provides technical support for product-related issues but does not assume liability for any installation defects.

9.3. Installers must inform SuperFOIL of any warranty claims involving SuperFOIL products.

## 10. Intellectual Property Rights

10.1. Approved Installers do not acquire any rights to SuperFOIL's trademarks, patents, or marketing materials.

10.2. The SuperFOIL name, logo, and branding elements may only be used in accordance with Section 3 and must not be modified.

10.3. Unless privacy is explicitly requested by the installer, SuperFOIL reserves the right to use submitted project data for marketing purposes. No personal or identifiable customer information will be shared.

## 11. Installer Performance Evaluation

11.1. SuperFOIL will monitor the performance of Approved Installers through job submissions, audits, and customer feedback.

11.2. Continued participation in the AIP is subject to periodic review based on adherence to installation standards and customer satisfaction.

11.3. Installers may be required to undergo additional training or corrective actions if performance concerns are identified.

11.4. SuperFOIL reserves the right to request and conduct periodic onsite audit inspections of ongoing or recently completed projects to verify that approved installation techniques and standards are being accurately followed. Installers must provide reasonable access and cooperate fully with these inspections. Failure to comply with an audit request, refusal of access, or obstruction of an audit may result in temporary suspension from the AIP, withholding of applicable programme benefits, or permanent removal from the programme, at SuperFOIL's sole discretion.

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## 12. Customer Satisfaction Standards

12.1. Approved Installers are expected to maintain high standards of customer service and professionalism.

12.2. Installers must address customer concerns promptly and courteously to uphold SuperFOIL's reputation for quality.

12.3. Persistent customer complaints or negative feedback may result in removal from the AIP.

## 13. Removal from the AIP

13.1. SuperFOIL reserves the right to remove participants from the AIP for:

- a) Failure to meet installation standards;
- b) Misuse of the SuperFOIL name or certification;
- c) Non-compliance with these Terms and Conditions;
- d) At SuperFOIL's sole discretion with 30 days' notice without cause.

13.2. Removal from the AIP revokes the right to use the SuperFOIL name and certification. Continued use may result in legal action.

13.3. Participants who are removed from the AIP may appeal the decision within 30 days of notification by submitting a written request with supporting evidence to SuperFOIL.

13.4. Reapplication may be considered after a 12-month period, subject to review.

13.5. SuperFOIL will consider the reasons for prior removal and may deny reapplication if prior breaches pose ongoing reputational or operational risks.

## 14. Termination and Exit Obligations

14.1. Upon removal from the AIP, participants must:

- a) Cease all use of SuperFOIL branding and certification references;
- b) All digital and physical references to the SuperFOIL name, logo, and AIP certification must be removed from websites, vehicles, uniforms, and printed materials within 10 business days of removal from the AIP.

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14.2. If a participant is removed from the programme for any reason, any outstanding or pending programme benefits will be voided as a consequence.

14.3. SuperFOIL reserves the right to charge for the removal of unauthorised references to the AIP.

## 15. Indemnity Clause

15.1. Approved Installers agree to indemnify and hold SuperFOIL harmless from any claims, liabilities, damages, or expenses arising from their installations or breach of these Terms and Conditions.

## 16. Force Majeure Clause

16.1. Neither SuperFOIL nor Approved Installers will be held liable for failure to perform obligations under these Terms and Conditions due to circumstances beyond their reasonable control, including but not limited to natural disasters, pandemics, or supply chain disruptions.

## 17. Dispute Resolution

17.1. Any disputes related to the AIP will be resolved through negotiation between the parties.

17.2. If unresolved, disputes should be escalated to mediation within 30 days, followed by arbitration if necessary.

17.3. SuperFOIL reserves the right to make final decisions in disputes involving programme compliance.

17.4. Mediation or arbitration shall be conducted under the rules of the Centre for Effective Dispute Resolution (CEDR) unless otherwise agreed by both parties.

## 18. Environmental Responsibility

18.1. Approved Installers are encouraged to follow environmentally responsible practices, including proper disposal of packaging materials and adherence to any regional sustainability guidelines.

## 19. Amendments

19.1. SuperFOIL reserves the right to amend these Terms and Conditions. Any changes will be communicated to participants and will take effect immediately.

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## 20. Governing Law

20.1. These Terms and Conditions are governed by the laws of England and Wales, Scotland, and Northern Ireland.

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