



## Terms of use

### Ravenheat Twitter

We reserve the right to change the Terms of Use from time to time at our discretion. Your use of the social channels will be subject to the most current version of the Terms of Use posted on the page at the time of use.

- (i) You agree that when accessing, using and/or posting or uploading any content or materials of any kind to the page you will
- not use the channels in any improper or unlawful manner or in breach of any legislation or licence that applies to you
  - not submit, publish, post, upload, store, distribute or disseminate any abusive, defamatory, infringing, offensive, obscene, indecent, harmful, confidential, hateful, threatening, inflammatory, extraneous, off-topic or otherwise illegal or objectionable material or information
  - not harass others or disclose personal information about others that could amount to harassment
  - not submit, post or upload files that contain software or other material the intellectual property rights in which are owned by any third party or which are protected by rights of privacy or publicity of any third party without having received all necessary consents
  - not impersonate any person or entity, or falsely state or otherwise misrepresent yourself in any way
  - not use software to harvest information from the channels
  - not otherwise submit, post or upload any content or materials or otherwise do anything in breach of the Twitter Terms of Use.

Any user that posts material that falls into the above categories will be blocked from participating on this page.

- (ii) The Ravenheat Twitter account is an outlet for sharing news and events and hosting discussions on heating/plumbing related topics. Any complaints will be directed to our dedicated customer care team who will deal with your comments personally. You can contact these by email [melissa.sands@ravenheat.co.uk](mailto:melissa.sands@ravenheat.co.uk) or by telephone 0113 387 0710.

