

## Calor's Customer Review Policy

### Where to find reviews about Calor

You can find reviews about Calor on [Trustpilot](#).

Our website may also incorporate our aggregate review score on Trustpilot and the most recent 4- or 5-star customer reviews.

### How to leave a review

We encourage all Calor customers to share their genuine experience about us. If you would like to leave a review, please do so via our [Trustpilot](#) page. Your feedback is invaluable to us and helps us improve our services.

We send all customers who have made a purchase from our online shop an invitation to submit a review on Trustpilot. Our staff may also directly ask customers to submit reviews via Trustpilot by sharing a link to our Trustpilot page or handing out a physical card with a QR code that links to our Trustpilot page.

When writing a review of Calor, please follow the Trustpilot [guidelines](#). In particular, please remember that your review must reflect your genuine experience.

If you just have a question for us, or need help with any of our products or services, you can also [contact us](#).

### Controls on fake reviews

We want you to be able to trust that the reviews you read about Calor are genuine. We never commission fake reviews. If we see a customer review about Calor that we think is fake, we will ask Trustpilot to remove it and follow their process to do so. Trustpilot also have internal checking systems to identify and remove fake reviews.

If you think that any review submitted to Trustpilot is fake or otherwise doesn't comply with Trustpilot's guidelines, you can report it to Trustpilot by using the flagging tool. Trustpilot will assess the review and will remove it if appropriate to do so.

### Incentives for reviews

We never offer any incentives in return for reviews on Trustpilot.

We may sometimes use content creators to market our products and services on social media. If we do so, we will always require them to disclose that they were incentivised and to use the hashtag #AD.

Our staff may be rewarded for positive reviews that specifically mention them, but they cannot influence the content of such reviews.