

# Refer a Friend Terms & Conditions (“Refer a Friend Terms”)



- 1 These Refer a Friend Terms are in addition to (and do not replace the E (Gas and Electricity) Ltd Standard Terms and Conditions (“Standard Terms”). However, if there is any conflict between these terms and the Standard Terms, these terms will take precedence.
- 2 Words and expressions defined in the Standard Terms have the same meaning where used in these Refer a Friend Terms.
- 3 The Referral Credit is subject to availability and may be withdrawn at any time.

## What is our Refer a Friend Scheme?

- 4 Our Refer a Friend Scheme gives both the Referrer and the Referred Customer the opportunity to receive a £25 Referral Credit each in accordance with these Refer a Friend Terms.
- 5 It is payable by requesting a refer a friend credit code from us after you and the Referred Customer have been on continuous supply with both your gas and electricity for 28 days from your supply start dates.

## Definitions

- Refer a Friend Scheme: means as per these Refer a Friend Terms;
- Referrer: means an existing customer of E (Gas and Electricity) Ltd who is participating in the scheme;
- Referred Customer: means the person who is being referred and who is a new customer not already on supply with E (Gas and Electricity) Ltd;
- The Energy: means the gas and/or electricity which is being supplied under an Agreed Contract as per our E (Gas and Electricity) Ltd Standard Terms and Conditions for Domestic Gas and/or Electricity Supply (Terms and Conditions);
- Referral Credit: means a £25 refer a friend credit code which is given to the Referrer and the Referred customer once the Referred Customer has switched both their gas and electricity to us and been on supply for 28 days.

## Eligibility

- 6 The following eligibility must be met in order to qualify for the refer a friend credit code, we reserve the right to check the eligibility of both the Referrer and Referred Customer's and request proof of eligibility: -
  - a. The scheme is open to addresses located in England, Scotland and Wales only;
  - b. The scheme is applicable to all open E (Gas and Electricity) Ltd prepayment tariffs only;
  - c. The Referrer must be an existing E (Gas and Electricity) Ltd prepayment customer for both domestic gas and electricity;
  - d. The Referred Customer must be a new E (Gas and Electricity) Ltd prepayment customer and cannot already be on supply with us;
  - e. If the Referred Customer cancels their Agreed Contract before they have been on supply for 28 days, this will cancel both the Referrer and the Referred Customer Referral Credit;
  - f. The Referred Customer must be 18 years of age or older, proof of age may be required;
  - g. The Referred Customer must not live at the same address as the Referrer.

## The Referral Credit

- 7 The Referral Credit will be awarded as follows:
  - a. The Referred Customer must switch to E (Gas and Electricity) by calling our Customer Service Team on 0333 103 9575 (option 1). (Switches via any other channel will not be eligible for the Referral Credit).
  - b. Referral Credit will be issued to the Referrer and the Referred Customer shortly after the Referred Customer has been on supply with us for 28 days.

## E (Gas and Electricity) Ltd.'s Rights and Discretions

- 8 Our rights and discretions are as follows: -
  - a. E (Gas and Electricity) Ltd may refuse to verify and process any transaction which we deem to be fraudulent, suspicious, in violation of these terms and conditions, or believe will impose liability on E (Gas and Electricity) Ltd, its subsidiaries, affiliates, or any of their respective officers, directors, employees, representatives and agents.
  - b. E (Gas and Electricity) reserves the right to delay issuing any credit whilst making an investigation in relation to these Refer a Friend Terms.
  - c. Any decision made by E (Gas and Electricity) Ltd in respect of whether or not a Referrer or a Referred Customer is entitled to the Referral Credit will be final and is binding.
  - d. E (Gas and Electricity) Ltd reserves the right to amend, alter or terminate the scheme at any given time without prior notice.
  - e. E (Gas and Electricity) Ltd is not responsible for failure to issue a Referral Credit resulting from the Referred Customer not switching to us via signing up via our Customer Service Team.
  - f. E (Gas and Electricity) Ltd accepts no liability for lost or stolen refer a friend credit codes, no replacement will be provided under these circumstances.
  - g. A claim under our Refer a Friend Scheme cannot be claimed retrospectively and will therefore, not be credited to your account.
  - h. E (Gas and Electricity) Ltd accepts no liability where incorrect contact details have been provided by either the Referrer and / or the Referred Customer.

## Further Obligations

- a. Referrer's and Referred Customers are responsible for any income tax liabilities.
- b. The Referral Credit is inclusive of VAT.