



TERMS AND CONDITIONS **FAMILY BONUS CREDIT**

Definitions

Bonus Credit: A reward added as a credit to customer account up to 90 days after the customer has gone live on supply, the amount of which is specified in the Bonus Credit email.

Bonus Credit Email: Confirmation email sent by Green Network Energy with specific details of the reward to be received by the customer subject to these terms and conditions

Energy: The gas or electricity (or both) being supplied under the standard terms and conditions of Green Network Energy.

New Customer: A UK resident over the age of 18 switching an energy supply to Green Network Energy for a property that is not currently or has not previously been supplied by Green Network Energy for either electricity or gas.

Introduction

Thank you for choosing to join Green Network Energy. As part of our offer to families, those with at least 3 children are eligible for a Bonus Credit upon joining Green Network Energy as a new customer.

Eligibility

1) Receipt of the bonus credit is subject to joining Green Network Energy which is subject to our [standard terms and conditions](#).

2) By accepting these terms and conditions, you confirm that you have Parental Responsibility for 3 or more children at the date of sign up. Green Network Energy reserves the right to verify eligibility and require proof of eligibility.

3) The Bonus Credit is only applicable to fixed term tariffs.

4) The Bonus Credit is only applicable for an energy supply to a domestic property.

5) Customers must switch direct via the Green Network Energy website, completing the switch via the dedicated Family portal. Switches via any other site or by accessing the Green Network Energy website directly or by another link will be processed but may not be eligible for the Bonus Credit.

6) Bonus Credit will not be given if the residential consumer is already being supplied with either gas or electricity by Green Network Energy, even if the customer's existing product/tariff with Green Network Energy is coming to an

end and being renewed.

7) If the switch is cancelled before the supply start date, this will result in cancellation of the Bonus Credit.

8) Prepayment customers are not eligible for the Bonus Credit.

9) The Bonus Credit is not available in conjunction with other offers.

Bonus Credit

1) The Bonus Credit will be applied to accounts within 90 days after the supply start date.

2) This is applied as a credit to the customer account and will offset future charges



Green Network Energy Ltd
Registered Office: New Kings Court, Tollgate,
Chandlers Ford, Eastleigh SO53 3LG
Incorporated in England and Wales:
Company Number 09523066
VAT Registration Number: GB 235 703420

www.greennetworkenergy.co.uk
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