



**REFER A FRIEND
TERMS AND CONDITIONS**

Definitions

Referrer: An existing customer of Green Network Energy participating in the Refer a Friend scheme.

Referred customer: The person being referred.

Energy: the gas or electricity (or both) being supplied under this contract.

Personal Link: A personal encrypted URL unique to each Referrer.

Bonus credit: A reward added as a credit to the Referrer and Referred customer accounts when the Referred customer has gone live on supply.

1. Introduction

Thank you for choosing to take part in our Refer a Friend scheme. Our Refer a Friend scheme gives both the Referrer and Referred customer the opportunity to receive a bonus credit in accordance with these terms.

2. Eligibility

- a. The scheme is open to Referrers and Referred customers resident of England, Scotland and Wales.
- b. The scheme is only applicable to fixed term tariffs.
- c. The Referred customer must be aged 18 years or older.
- d. Rewards will not be given if the residential consumer referred is already being supplied with either gas or electricity by Green Network Energy, even if the referred customer's existing product/tariff with Green Network Energy is coming to an end and being renewed.
- e. Referred customers must switch direct via the Green Network Energy website, accessing it via the personal link provided to them. Switches via any other site or by accessing the Green Network Energy website directly or by a link other than the personal link will be processed but will not be eligible for any bonus credit.
- f. Referrers must be existing Green Network Energy customers. The Referred customer must not already be a customer, already on supply with Green Network Energy.
- g. The Referred customer must use the personal link provided by their Referrer to switch their Energy supply to Green Network Energy. A claim under this Refer a Friend scheme cannot be claimed retrospectively and will therefore not be credited to your account.
- h. If the Referred customer cancels their agreement before the supply start date, this will result in cancellation of both the Referrers and Referred customers bonus credit.
- i. Green Network Energy reserves the right to verify

the eligibility of Referrers and Referred customer, and require proof of eligibility.

j. Business customers are not currently eligible to participate in this Scheme.

k. Prepayment customers are not currently eligible to participate in this Scheme.

l. Any referral where both the referrer and the recipient live at the same address will not be processed and no reward provided.

3. Referred Customer Bonus

A Bonus credit can be earned as follows:

- a. The Referrer shares their personal link with their Referred customer.
- b. Referred customer, receiving the link signs up to our services by clicking the link.
- c. A Referrer who signs up for single or dual fuel will only receive one bonus credit. This applies to both the person referring and the person being referred.
- d. Once the Referred customer is live on supply with us, a bonus credit is applied to both the Referrer and Referred Customers Green Network Energy account. The amount of bonus credit may vary between the Referred customer and Referrer depending on the campaign. For the Referrer the total credit balance they've accrued along with the number of referred customers can be accessed through My Account.
- e. The Referrer and Referred customer will be notified by email once the bonus credit is applied to their Green Network Energy account.
- f. Bonus credits will be issued to the Referrers and Referred Customers Green Network Energy account on or shortly after the Referred customers supply start date. This is usually 21 days after the sign-up date.

4. Promotion of Personal Links

- a. We have a zero-tolerance spam policy. Bulk email distribution, distribution to strangers, or any other promotion of a personal link in a manner that would constitute or appear to constitute unsolicited commercial email or spam is expressly prohibited.
- b. Where the Referrer chooses to send a personal link by email then they are the actual sender of the emails and must comply with applicable law. A Referrer who does not comply with the law, including anti-spam laws shall indemnify Green Network Energy against any liabilities, costs and expenses it incurs as a result of such spam.
- c. You must make it clear when referring someone that this is a personal recommendation and that you do not represent Green Network Energy or any Green Network Energy employee when promoting your personal link.

5. GNE's Rights and Discretions

- a.** Green Network Energy may refuse to verify and process any transaction Green Network Energy deems, in its sole discretion, to be fraudulent, suspicious, in violation of these terms, or believes will impose liability on Green Network Energy, its subsidiaries, affiliates or any of their respective officers, directors, employees, representatives and agents. Green Network Energy reserves the right to delay issuing any credit whilst making an investigation in relation to this clause.
- b.** Any decision by Green Network Energy in respect of whether or not a Referrer or Referred customer is entitled to a credit shall be final and is binding.
- c.** Green Network Energy reserves the right to amend, alter or terminate the scheme at any given time without prior notice.
- d.** Green Network Energy is not responsible for failure to issue credit resulting from an incorrectly quoted personal link.

6. Further Obligations

- a.** Referrers/Referred customers are responsible for any income tax liability that may arise and should declare this as income to HM Revenue & Customs.



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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