

December Heat Pump Home Heating Design Discount Offer (the "Offer") Terms and Conditions

1. The promoter of this Offer is Good Energy Works Limited (company registration number 12100615) whose registered office is at Monkton Park Offices, Monkton Park, Chippenham, SN15 1GH (the "Promoter").
2. Subject to clause 3 below, this Offer is open to all recipients of the Offer who:
 - purchase a Good Energy virtual or in person heat pump home heating design, which consists of a home survey (virtual or in person) and a bespoke heating design of the home, including heat loss calculations and recommendations for heat pump specifications and suggested additional measures required (such as new radiators) (the "Heat Pump Home Heating Design") in respect of their residential property within a UK postcode that has the area code of either EX (Exeter), TA (Taunton), or TQ (Torquay);
 - are resident in the UK; and
 - are aged 18 years or over,(the "Qualifying Customers").

This Offer is not open to employees of the Promoter, their families, agents or any third party directly associated with administration of the Offer.
3. This Offer is valid from 00:00 on 21st November 2023 until 00:00 on 1st January 2024.
(the "Offer Period").
4. The discount is for 50% off Good Energy's standard price of its Heat Pump Home Heating Design during the Offer Period when a Qualifying Customer quotes an applicable and valid discount code which has been published on mailings sent to selected individuals based on their geographic location and in marketing emails from Good Energy Works' sales team. Qualifying Customers can redeem the discount code during the Offer Period against their purchase of a Heat Pump Home Heating Design at <https://heat.goodenergy.co.uk/questionnaire/address> (the "Website") or by telephone. The discount will be applied to the total order value of the Heat Pump Home Heating Design. To redeem the discount code: (i) enter the discount code in the box indicated at the online checkout on the Website, click 'apply' and pay for your order; or (ii) place an order by telephone with the Promoter via the telephone number 0333 016 4500 and quote the discount code to the relevant salesperson.
5. The Promoter provides no guarantee that the above discount against its Heat Pump Home Heating Design will remain available throughout the Offer Period.
6. The discount code may only be applied once by a Qualifying Customer during the Offer Period.
7. The Heat Pump Home Heating Design is non-exchangeable, non-transferable and cannot be redeemed, refunded, re-sold or exchanged for cash or any other product.
8. The decision of the Promoter regarding any aspect of the Offer is final and binding and no correspondence will be entered into about it.
9. The discount code cannot be used in conjunction with any other promotional discounts or offer excluding grants and other government schemes.
10. Customers are deemed to have accepted and agreed to be bound by these Terms and Conditions upon redemption of the discount code and purchase of the Heat Pump Home Heating Design. The Promoter reserves the right to refuse to award the Offer to anyone in breach of these Terms and Conditions.
11. Acceptance of an order with the discount code applied is at the Promoter's discretion. The Promoter also reserves the right to decline to accept orders where, in its reasonable opinion, a discount code is invalid for the order being placed or is the subject of suspicious or fraudulent activity.
12. The Promoter reserves the right to void, cancel or modify the Offer where it becomes necessary to do so, to substitute the Heat Pump Home Heating Design for items of equal or greater value and/or to amend these Terms and Conditions without notice at any time.
13. Insofar as is permitted by law, the Promoter, its agents or distributors do not accept any liability for any loss or damage occurring as a result of purchasing the Heat Pump Home Heating Design, except where it is caused by the

negligence of the Promoter, its agents or distributors or that of their employees. Your statutory rights are not affected.

14. Personal data supplied during the course of this Offer will only be processed in connection with the administration of the Offer or as otherwise set out in the Promoter's privacy policy available at www.goodenergy.co.uk/privacy-policy.
15. This Offer shall be governed by and construed in accordance with English law and shall be subject to the exclusive jurisdiction of the English courts.