

Heat Pump Refer a Friend – 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 have either:
 - been referred to Good Energy Works Limited directly by someone who has had a heat pump installed and commissioned by Good Energy Works Limited (including under its former brand and name Igloo Works) and subsequently purchases from the Promoter a Good Energy Heat Pump (the “Product”) (the “Referee”); or
 - already has the Product installed by Good Energy Works Limited (or Igloo Works) and have subsequently referred another customer to complete the purchase of the Product from the Promoter (the “Referrer”); and in either case:
 - 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 12am on 13/11/2023 until 12am on 13/11/2025 with installation of the Referee’s Product completed during this period.
(the “Offer Period”).
4. A Qualifying Customer who is a Referrer will have received an email from the Promoter explaining more about redeeming this Offer. Referrers in direct receipt of this email from the Promoter during the Offer Period may share their unique personal discount referral code with their friends, family and colleagues to enable their Referee to qualify for a £500 discount which will be applied against the total cost of the Product purchased by the Referee. The Promoter’s qualifying discount referral codes are prefixed with either IGL or GW (IGLxxx/GWxxx). This discount code will be included in the email.
5. A Qualifying Customer who is a Referee can redeem this discount code during the Offer Period against their purchase of the Product. To redeem the discount code, the Referee should place an order by calling the Promoter on telephone number 0333 016 4500, quoting a valid discount code to the relevant salesperson. The £500 discount will be applied against the total cost of the Product. The Referee will be required to complete and sign an order form and contract of sale for the Product. The Promoter may advise the Referrer of the name of Referee(s) who have become a customer(s) of the Promoter by signing up through the Referrer’s referral code.
6. Discount codes cannot be applied retrospectively to purchases of the Product. Referrers cannot also be Referees.
7. A Qualifying Customer who is a Referrer will receive an e-gift shopping voucher to the value of £250 for each Referee the Referrer has referred to the Promoter in accordance with the Offer conditions following the completed installation by the Promoter of the respective Referee’s Product.
8. The Promoter will not give the Referrer a reward if the person they referred is already a customer of the Product prior to the referral; or the person they referred did not use the Referrer’s unique discount referral code for their purchase (for example because they became a customer of the Product via another channel).
9. Referral discount codes are intended for personal use by the Referrer’s friends, family and colleagues. They should not be used by people who are not known to the Referrer or for their commercial benefit. The Promoter may monitor referrals to identify and prevent abuse. The Promoter may decide to refuse to accept referral discount codes at any time and for any reason, particularly if the Promoter suspects that a referral discount code has been used improperly.

10. The Promoter provides no guarantee that the Product or the Offer will remain available throughout the Offer Period.
11. The Product is non-exchangeable, non-transferable and cannot be redeemed, refunded, re-sold or exchanged for cash or any other product.
12. The decision of the Promoter regarding any aspect of the Offer is final and binding and no correspondence will be entered into about it.
13. The discount code cannot be used in conjunction with any other promotional discounts or offer excluding grants and other government schemes.
14. Customers are deemed to have accepted and agreed to be bound by these Terms and Conditions upon redemption of the discount code and purchase by the Referee of the Product. The Promoter reserves the right to refuse to award the Offer to anyone in breach of these Terms and Conditions.
15. 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, or decline to issue a shopping voucher to a Referrer where, in its reasonable opinion, a discount code is invalid for the order being placed or is the subject of suspicious or fraudulent activity.
16. The Promoter reserves the right to void, cancel or modify the Offer where it becomes necessary to do so, to substitute the Product for items of equal or greater value and/or to amend these Terms and Conditions without notice at any time.
17. 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 Product, 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.
18. 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.
19. 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.