

Smart Meter Reward Incentive – Domestic Supply Customers – Terms & Conditions – Feb25

1. Eligible Customers are residents of Great Britain aged 18+ who are Good Energy customers, who receive an email from Good Energy about the Offer and have a smart meter installed between 10.02.25 – 30.06.2025.
2. Eligible Customers may claim a £40 National Trust Gift card, a £50 charity donation to The National Energy Action or The Woodland Trust and or a sustainable cleaning & laundry products bundle.
3. A valid email address and internet access are required to claim and redeem the Offer.
4. Once the Offer has been claimed, it cannot be exchanged for an alternative reward.
5. The Offer is not available to employees of Good Energy, agencies appointed by Good Energy, or anyone professionally connected with this promotion.
6. Eligible Customers will receive an email containing a unique code and a link to the claim micro-site within two weeks of successful meter installation to claim their chosen reward.
7. The unique code is valid for 30 days from the date of the email.
8. The Offer is limited to one per completed smart meter installation per business account address.
9. The Offer is not transferable, for sale, re-sale or auction or redeemable or exchangeable for cash and there is no cash alternative.
10. The Promoter and Lock-in Marketing reserve their right to withdraw the Offer or provide a substitute offer of equal or greater value in the event of unforeseen circumstances or circumstances outside their control.
11. The Promoter and Lock-in Marketing shall not be liable for any failure to comply with its obligations where the failure is caused by something outside its reasonable control. Such circumstances shall include, but not be limited to, weather conditions, fire, flood, hurricane, pandemic, strike, industrial dispute, war, hostilities, political unrest, riots, civil commotion, inevitable accidents, supervening legislation, or any other circumstances amounting to force majeure.
12. Eligible Customers' personal data is used only to manage and fulfil the Offer; it will not be shared and will be deleted when no longer required and within thirty days of the Eligible Customer having claimed the Offer.
13. Offer supplied by Lock-in Marketing, 7 Walker Avenue, Milton Keynes, MK12 5TW. For any help regarding your reward please email goodenergy@love-rewardshub.com.
14. Promoter: Good Energy Limited, Monkton Park Offices, Monkton Park, Chippenham, Wiltshire, United Kingdom, SN15 1GH.

15. This promotion is governed by the laws of England and Wales and is subject to the exclusive jurisdiction of the English courts.

16. By accepting the Offer, you agree to abide by these terms and conditions and the individual Offer terms and conditions outlined below.

Sustainable Cleaning & Laundry Products Bundle

1. The offer comprises 2 x 1L packs of non-bio laundry liquid (Orange Blossom & Fresh Linen), 2 x 1L packs of fabric conditioner (Orange Blossom & Fresh Linen), 1 x 1L laundry liquid dispenser, 1 x 1L fabric conditioner dispenser, 1 x 1L pack of all-purpose sanitiser spray (Grapefruit) and 1 x 500ml reusable glass trigger spray bottle with white silicone sleeve.
2. In the event of unforeseen circumstances an alternative product of similar value may be offered to you; you may then choose to accept this alternative or choose an alternative reward from the options available.
3. This offer includes delivery to UK mainland postcodes. Delivery will be made by Royal Mail Tracked 48 or Amazon 48-hour service; all items will be shipped in a single delivery. Tracking information will be sent to the email address provided.
4. Delivery will be made within 4 weeks of choosing this offer, to the address at which your smart meter was installed. If an alternative delivery address is required, this must be provided by email to goodenergy@love-rewardshub.com within two working days of selecting this offer.
5. No payment information is required to claim the offer.
6. A valid UK mainland address including postcode is required for delivery. Some geographical restrictions may apply. Delivery may not be available if you're in the Scottish Highlands or in more remote parts of Scotland, this includes IV25, IV27-29, IV33-40, IV52-53, KW0-14. For the following postcodes, delivery fees may be higher and your order won't be eligible for free delivery (or other) promotions: BT, GY, HS, IV21-24, IV26-27, IV40-56, IM, JE, KA27-28, KW15-17, PA20-23, PA28-31, PA34 5*, PA 34 4*, PA41-78, PA80, PH33-50, SI, TR21-25, ZE. Delivery is not available to the Channel Islands, the Isle of Man or the Republic of Ireland. To check whether delivery can be made to your postcode please contact goodenergy@love-rewardshub.com.
7. Neither the Promoter or the Administrator are responsible for any delayed, missed, failed, cancelled or incorrect deliveries resulting from an Eligible Customer failing to provide correct delivery or contact information and may result in forfeiting the Offer.
8. The Promoter, the Administrator and Bower Collective are not responsible for items left at your nominated delivery safe place or neighbour.
9. Bower Collective terms and conditions apply to this offer, and these can be found [here](#).

National Trust £40 Digital Gift Card

1. Your gift card will either expire 24 months after the date of issue or 24 months from the last transaction (whichever comes later). A transaction is a sale or a top up. Any remaining balance is cancelled on expiry.

2. The digital gift card may be redeemed at most National Trust properties (in England, Wales and Northern Ireland), in National Trust shops (including online shop), cafés, and at admission points for entry or toward the cost of a new membership. They can also be used for National Trust holiday bookings by telephone and when staying at a Historic House Hotel.
3. If you do not spend the entire amount on your gift card, the remaining balance will be updated after each purchase and shown on your printed receipt. The balance can be used against future purchases.
4. Gift cards can be used as part of payment for a transaction with the balance being paid by another accepted method.
5. If any product purchased with a gift card is subsequently exchanged for a product of a lower price or a refund, any money owing will be issued as a gift card.
6. The gift card is not a cheque guarantee, credit, debit or charge card. The National Trust cannot be held liable for lost or stolen cards – please protect them as you would cash.
8. Full information relating to use of National Trust gift cards can be found [here](#).

£50 Charity donation

1. Customers may choose to donate £50 to one of the following charities:
 - I. National Energy Action (Charity Registration Number 290511)
 - II. Woodland Trust (Charity Registration Number: 294344).
2. The donation will be made directly by Lock-In Marketing on behalf of Good Energy and their customers.
3. Eligible Customers will receive confirmation of their donation after they have chosen their charity, as the payment will be made directly to the charity.
4. Lock-In Marketing is not responsible for any changes in the charity's registration status, operational status, or how the donation is used.