

Feel Good Friday Offers: Free Hot Water For a Year - Heat Pump 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 customers who;
 - during the Offer Period purchase a new Good Energy heat pump installation (the “**Product**”) in respect of their residential property within a UK postcode;
 - 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, nor employees of companies within the same group of companies as the Promoter, their families, agents or any third party directly associated with administration of the Offer.
3. This Offer is valid on quotes from 00:00 on 03/11/2025 until 23:59 on 19/12/2025 (the “**Offer Period**”).
4. Subject to these Terms and Conditions, the following Offer is available to **Qualifying Customers** during the **Offer Period**. Qualifying Customers purchasing the Product described in (2) above who redeem this Offer can receive the following discount:
 - a. the equivalent monetary sum of the estimated annual electricity bill to heat your residential property’s hot water with the Product installed, as per the MCS Calculations set out within your Good Energy Heat Pump quote under the heading “annual water heating DHW to be supplied by the installed renewable technology”
 - b. The calculation will not include immersion use for legionella.
 - c. The payment is based on estimated use as calculated by the MCS methodology and will be applied as a discount to your purchase of the Product. The price cap rate in effect on 1 November 2025 will be used to calculate the cost of the electricity (25.73p/kWh).
 - d. This one-off discount will be applied to the total order value of your Good Energy Heat Pump installation, it will not be paid as a monthly discount from your energy bill.
 - e. The discount will be up to a maximum of £514.
5. The discount will be available to a Qualifying Customer quoting during the Offer Period an applicable and valid discount code which has been published in digital marketing advertising and marketing emails sent from Good Energy Limited. During the Offer Period, Qualifying Customers can redeem this Offer at the Good Energy heat pump quote proposal stage by taking up this Offer with their Good Energy salesperson who will apply the discount to their purchase of the Product subject to these Terms and Conditions. The discount applied to the total order value of the Good Energy Heat Pump installation will be itemised in your proposal.
6. If a Qualifying Customer’s purchase of the Product is cancelled or terminated or otherwise does not proceed, as the purchase will no longer meet the eligibility criteria set out in clause 2, the Offer will be withdrawn.

7. The Promoter provides no guarantee that the Offer will remain available throughout the Offer Period.
8. The Offer may only be redeemed once by a Qualifying Customer during the Offer Period.
9. The Offer is non-exchangeable, non-transferable and cannot be redeemed, refunded, re-sold or exchanged for cash or any other product.
10. The decision of the Promoter regarding any aspect of the Offer is final and binding and no correspondence will be entered into about it.
11. The Offer cannot be redeemed in conjunction with any other promotional discounts or offers excluding grants and other government schemes.
12. Customers are deemed to have accepted and agreed to be bound by these Terms and Conditions upon taking up this Offer with their Good Energy salesperson. The Promoter reserves the right to refuse to award the Offer to anyone in breach of these Terms and Conditions.
13. Acceptance of an order with the Offer applied is at the Promoter's discretion. The Promoter also reserves the right to decline to accept orders where, in its reasonable opinion, the Offer is invalid for the order being placed or is the subject of suspicious or fraudulent activity.
14. The Promoter reserves the right to void, cancel or modify the Offer where it becomes necessary to do so, to substitute the Offer for items of equal or greater value and/or to amend these Terms and Conditions without notice at any time.
15. 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, 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.
16. 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.
17. 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.