

Refer a Friend Scheme

Domestic Customers Only

Applicable from June 2021 (Version 4.0)

- 1) The PFP Energy refer-a-friend scheme (the "Scheme") is being promoted by PFP Energy having its registered office at Unit 2, Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston PR2 2YF (the 'Company').

These are the terms and conditions for our Refer a Friend Scheme and should be read in conjunction with PFP Energy's domestic terms and conditions which can be found on our website at <https://pfpenergy.co.uk/document-centre/ts-and-cs/>

Applicable definitions:

Agreement: The collective terms and conditions that make up the full contract between a PFP Energy customer and us. This includes the Domestic terms and conditions, as well as the Refer a Friend Scheme terms and conditions.

Applicable Tariff: The tariff(s) applicable to our 'Refer a friend' scheme, as made available for promotion via the Introducer's Personal URL link for the Friend, as amended by PFP Energy from time to time. PFP Energy reserves the right to exclude certain tariffs from this scheme and withdraw or change Applicable Tariffs, without notice at any time.

Friend: The individual being referred.

Incentive: The incentive amount offered by us via the Scheme. The Incentive for an Introducer and a Friend up to a £50 bill credit each. We offer no cash equivalent to the Incentive and the Incentive will only apply to bills which reflect actual energy consumption.

Introducer: An existing PFP Energy customer taking part in the Scheme.

Personal URL: A unique URL provided to each Introducer found on the Introducer's online portal.

Scheme: PFP Energy's Refer a Friend Scheme.

Supply Start Date: The date we start to supply Energy to the Friend.

User: Individuals who are accessing or using the Scheme either as an Introducer or as a Friend referred to our supply and the use of 'User' or 'You' shall be a reference to either or both as the context permits.

- 2) Our Refer a Friend Scheme offers up to a £50 bill credit for both the Introducer and the Friend. The Introducer and the Friend will each receive the Incentive when the Friend successfully switches their energy supply to us, subject to the following conditions:
- 3) Our Scheme is open to Introducers and Friends who are residents of the UK. Over 18s only.
- 4) Introducers must be an existing PFP Energy customer.
- 5) The Introducer and Friend will both receive a £50 bill credit when the Friend successfully signs up to a fixed price tariff. The Incentive will reduce to £25 for both the Introducer and Friend, when the Friend successfully signs up to a variable tariff.
- 6) Friends must not have already signed up to PFP Energy, be an existing customer, already on supply with us, or have been a PFP Energy customer in the preceding 12 months, including under any email address or alias.
- 7) The Incentive will only be granted if the Friend enters into their supply contract with us on direct debit and their first two direct debit payments have been successfully taken by us in full. If the Friend fails to make one of their first two direct debit payments, then neither the Introducer nor the Friend will receive the Incentive. The Friend must not withdraw their supply before the Incentive is granted to both parties.
- 8) If the Introducer leaves before the Friend makes their first two direct debit payments, only the Friend will receive the Incentive.
- 9) The Friend must use the Introducer's Personal URL to switch energy supply to us on www.pfpenergy.co.uk. Any Incentives that are claimed retrospectively are not eligible and will not be granted. We shall not be held responsible for failure to issue Incentives resulting from an incorrectly inputted Personal URL.
- 10) A Friend must sign up to an Applicable Tariff via the Introducer's Personal URL for the Refer a Friend discount to apply. For the avoidance of doubt, the

Refer a Friend scheme is only applicable for Friends signing up to Applicable Tariffs as available via the Introducer's Personal URL link at that time, and Applicable Tariffs may be withdrawn or changed, without notice at any time.

- 11) The Introducer may only refer the same property twice.
- 12) If the Friend cancels their Agreement with us before the Supply Start Date, this will result in the cancellation of the Introducer's Incentive and the Friend's Incentive.
- 13) Incentives will be delivered to the Introducer and the Friend as a credit onto their PFP Energy bills once the Friend has successfully made their first three direct debit payments. This is usually 90 days after the Supply Start Date, however this timescale may vary depending on individual direct debit collection arrangements.
- 14) Users may offer additional incentives to Friends as long as it is clear that the additional reward is entirely the responsibility of the User and not the responsibility of us.
- 15) Incentives are not transferable and may not be auctioned, traded, bartered or sold. Upon termination of the Scheme or any portion thereof for any reason, any unredeemed Incentives accumulated by the User are forfeited. Incentives that have been added as a credit to the User's account is considered redeemed, and will be refunded to the User on termination of a User's account.
- 16) Every Incentive advertised on our website will be subject to this Agreement. In addition, the Incentive will be subject to any specific or bespoke terms notified to you at the time you register for the Scheme.

Promotion of Personal URLs

- 17) Personal URLs should only be used by individuals for personal and non-commercial purposes.
 - 18) You must make it clear when referring a friend that it is a personal recommendation and that you do not represent PFP Energy or any PFP Energy employee when promoting your Personal URL.
 - 19) No paid advertising of Personal URLs is allowed across any search engines or social media platforms.
 - 20) We have a no tolerance spam policy.
 - 21) If an Introducer provides a Personal URL to a Friend by email, the email must be distributed in a personal manner that is appropriate and customary for communications with friends, colleagues and family members.
 - 22) By submitting an email address to us, the Introducer represents that they have provided their prior consent.
 - 23) Bulk email distribution, distribution to strangers, or any other promotion of a Personal URL in a manner that would constitute or appear to constitute unsolicited commercial email or "spam" is expressly prohibited.
 - 24) Each User is the actual sender of the emails and must comply with applicable law. A User who does not comply with the law, including anti-spam laws, shall indemnify PFP Energy against any liabilities, costs and expenses it incurs as a result of such spam.
 - 25) Personal URLs may not be posted or shared on review platforms such as, but not limited to Trustpilot. This is to protect the integrity of the reviews.
 - 26) Personal URLs may not be posted or shared in reply to PFP Energy's platforms, or PFP Energy profiles on other platforms. This includes but is not limited to the PFP Energy social media pages. This is to ensure that these platforms remain a place for their intended content and discussions.
 - 27) As an exception to Clause 25, Personal URL may be shared on PFP Energy platforms when it is in direct response to a non-PFP Energy customer requesting a Personal URL.
 - 28) Users are responsible for any tax implications resulting from receiving an Incentive.
- #### PFP Energy Scheme Discretion
- 29) We reserve the right to verify Introducers and Friends and require proof of eligibility.

- 30) We have no obligation to monitor the content shared by people who refer PPF Energy. But we may check the content and block email messages, remove content or ban people from referring if we think the content they are sharing is inappropriate.
- 31) The method by which Users may refer shall be at the absolute discretion of PFP Energy.
- 32) We may remove posts shared on our community, social media, or review platforms if they are in breach of these terms.
- 33) We may delay issuing an Incentive for the purpose of investigation. We may also refuse to verify and process any transaction we deem, in our sole discretion, to be fraudulent, suspicious, in violation of this Agreement, or believe will impose potential liability on PFP Energy, its subsidiaries, affiliates or any of their respective officers, directors, employee, representatives and agents.
- 34) Any decision by us in respect of whether or not a User is entitled to an Incentive shall be final and binding.

Suspension of the Scheme

- 35) We may suspend the use of your Personal URL at any time should you be in breach of the Agreement.
- 36) If we suspend the use of your Personal URL for any reason, we may refuse to provide you the right to receive any Incentive.
- 37) PFP Energy reserves the right to suspend, cancel or amend the Scheme and / or review and revise these terms and conditions at any time without giving prior notice and by continuing to take part in the Scheme subsequent to any revision of these Terms & Conditions, Users shall be deemed to have agreed to any such new or amended terms.