These are the terms and conditions (the **"Terms"**) governing the Quick Credit Voucher scheme (the **"Scheme"**), between firmus energy (Supply) Limited (**"we" "us" or "our"**) and any firmus energy account holder using the Scheme (**"you" or "your"**).

Please read these Terms carefully and make sure that you understand them. If we do not receive written correspondence from you stating otherwise within 5 (five) days of the voucher issue date you will be deemed to have accepted these Terms and shall be bound by them.

We strongly advise that you redeem your voucher as soon as possible to avoid complications.

1. Redeeming your Voucher

A voucher to the value of £5.00-£100.00 (for cash) or £1.00-£49.00 (for credit to gas card) may be sent to you in satisfaction of a refund owed to you by us.

In order to redeem your voucher, you must take the valid voucher to any participating PayPoint outlet (the "Agent").

You must present the Agent with one of the following forms of identification:

- your valid driving licence;
- a bank statement showing your name and address dated in the last 3 (three) months; or
- a utility bill showing your name and address dated in the last 3 (three) months.

Failure to present one of the above forms of identification will result in your redemption request being rejected.

On presentation of the correct identification, the Agent will either credit your gas card or refund the amount of money noted in the voucher, in full satisfaction of the refund owed.

2. Expiration of Voucher

The voucher shall be valid for redemption for 6 (six) weeks only from and including the date of issue given on the voucher (the "Expiry Date"). It is your responsibility to redeem the voucher before the Expiry Date. If you fail to redeem your voucher by the Expiry Date, the voucher shall expire and the funds shall be lost.

3. Replacement of Voucher

We shall not be obligated to replace expired, damaged or lost vouchers.

At your request, we may in our absolute discretion replace a voucher which is expired, damaged or lost, however you may be charged an administration fee. In no circumstances shall a voucher be replaced more than once.

4. Reservation of Rights

We reserve the right to cancel the voucher if we reasonably believe that it has been obtained by fraud or misrepresentation.

5. Liability

You are responsible for any credit added to your gas card or any money which is refunded from the voucher. We accept no liability whatsoever for any refunded cash or credited gas cards which are subsequently lost.

You are responsible for ensuring that you add the credit from the voucher to the correct gas card. We accept no liability whatsoever for credit added to an incorrect card.

Once you have given your voucher to an Agent, the obligation is on you to ensure that you have been provided with the correct amount of cash or credit to your gas card.

If we fail to comply with these Terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the Terms or our negligence, but we are not responsible for any loss or damage that is not foreseeable or which is caused by your breach of the Terms.

Nothing in these Terms will exclude or limit the legal responsibility each party has to the other for causing the death or injury of someone as a result of that party's negligence. Nothing in these Terms affects your legal rights as a consumer.

6. Force Majeure

We shall not be in breach of these Terms nor liable for delay in performing, or failure to perform, any of our obligations under these Terms if such delay or failure result from events, circumstances or causes beyond our reasonable control.

7. Governing Law

This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of Northern Ireland.

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