5 Trench Road
Newtownabbey, BT36 4TY
Customer Services: **0330 024 9000**
Email: **customeroperations@firmusenergy.co.uk**

Terms and Conditions – Refer a Friend Scheme

1. The Refer a Friend Scheme (the 'Scheme') allows existing Firmus Energy customers ('Referrer') to receive a reward for referring new customers ('Referee') to switch to Firmus Energy Supply Limited (Firmus Energy) for their natural gas supply.

2. Under the Scheme, the Referrer will receive £25 (the 'Referral Reward') for each successful referral, subject to these Terms and Conditions.

3. The Referral Reward is a £25 rebate (inclusive of VAT) offered at the sole discretion of Firmus Energy.

4. The Referrer must:
(a) be an existing Firmus Energy customer; and
(b) have an open and active account. If the Firmus Energy account is closed before the Referral Reward is issued no payment will be made; and
(c) not refer themselves as the Referee

5. The Referee must:
(a) be a new customer to Firmus Energy; and
(b) have a natural gas supply at their property; and
(c) not reside in a property where Firmus Energy is the current registered supplier, or has been the registered supplier to the property within the previous 3 months; and
(d) successfully complete a switch to Firmus Energy for natural gas supply*.

6. A referral is deemed successful when:
(a) the Referee completes an application quoting or correctly attributing the Referrer's details; and
(b) the switch to Firmus Energy is fully completed*; and
(c) the Referee has an open and active account.

7. The Company reserves the right to determine, at its sole discretion, whether a referral has been correctly attributed and qualifies as a successful referral.

8. The Referral Reward will be issued within 56 days of the Referee's successful switch, subject to all eligibility criteria being met.

9. The Referral Reward may be provided:
(a) to Referrers with a credit meter as an applied credit to the Referrer's Firmus Energy account; or
(b) to Referrers with a Pay As You Go meter via PayPoint voucher(s), or such other method as determined by the Company.

10. Where vouchers are issued, the Referrer is responsible for redeeming and applying the credit to the meter before the voucher expiry date, this being 6 weeks from the date they are issued after which they may no longer be redeemed.

11. There is no cash alternative for the Referral Reward.

12. There is no guarantee of acceptance of any referral under the Scheme.

13. The Company reserves the right to apply a reasonable cap on the number of Referral Rewards that can be claimed by a Referrer within a specified period.

*For customers with a Pay As You Go Meter this includes the successful collection of the change of supplier message and receipt of first top on the account;

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14. The Referral Reward:
(a) is only payable to the Referrer;
(b) is non-transferable; and
(c) cannot be exchanged or substituted for any other offer.

15. Referees may be eligible for separate welcome offers; however, Referrers may not combine this Scheme with other referral incentives unless expressly stated by the Company.

16. Standard Firmus Energy Supply Terms and Conditions and applicable tariffs will apply to all customers joining via the Scheme.

17. Referees may cancel their contract within the applicable cooling-off period (currently 10 working days from submission of application) without charge.

18. If the Referee cancels, withdraws, or fails to complete the switching process, no Referral Reward will be payable.

19. The Scheme is intended for personal, non-commercial use only.

20. The Company reserves the right to:
(a) withhold, cancel, or reclaim Referral Rewards where there is evidence of fraud, misuse, or gaming of the Scheme;
(b) disqualify any participant who breaches these Terms and Conditions.

21. Bulk referrals, self-referrals, or referrals generated through commercial activity (including but not limited to paid advertising, affiliate activity, or lead generation services) may be deemed invalid.

22. By participating in the Scheme, both the Referrer and Referee confirm they have permission to share both parties' details with Firmus Energy for the purpose of administering the referral.

23. All personal data will be processed in accordance with applicable data protection legislation and the Firmus Energy Privacy Notice.

24. Firmus Energy reserves the right to amend, suspend, or withdraw the Scheme at any time without notice.

25. Any changes will not affect Referral Rewards already validated prior to the date of amendment.

26. Employees of Firmus Energy (and any associated agents or contractors directly involved in the administration of the Scheme) may be excluded from participation at the Company's discretion.

27. These Terms and Conditions are in addition to the General Terms and Conditions for the supply of natural gas by Firmus Energy Supply Limited.

28. In the event of any conflict, these Scheme Terms shall prevail in relation to the Refer a Friend Scheme only.

29. A copy of these Terms and Conditions is available on our website www.firmusenergy.co.uk or can be provided, free of charge, upon request.