

Terms and conditions

The following terms and conditions refer specifically to the Economy Energy Refer a Friend scheme.

General terms and conditions - Refer a Friend offer:

1. 'We' or 'Us' or 'Our' refers to Economy Energy.
2. To be eligible to take part in this promotion and receive a reward, a friend cannot already be a customer of Economy Energy.
3. This scheme is applicable to customers (the referrer) who use our Refer a Friend process to recommend Economy Energy to another person they know (the recipient).
4. Referrers may not refer a customer using same email address as themselves. Any referrals or sales where both the referrer and the recipient have the same email address will not be honoured.
5. Referrers may not refer a customer residing in the same address as themselves. Any referral where both the referrer and the recipient live at the same address will not be honoured.
6. Rewards can only be given if the recipient is not already a customer of Economy Energy in accordance with the Terms and conditions of the scheme.
7. No reward will be given for the renewal of an existing Economy Energy product/tariff.
8. If you choose to use our online recommendation process, you must provide a valid, active email address. We cannot be held responsible for an invalid email address or other problems relating to the delays to the delivery of or non-receipt of emails, including the effect of spam filters.
9. You are asked to confirm that you have the recipient's permission to provide their contact details each time a referral is made.
10. All transactions must be validated by us before rewards can be issued. For this scheme, the transaction will be validated 30 days after the recipient's switch date.
11. If the recipient submits their switch application online and the transaction is subsequently validated, £20 Love2Shop voucher* will be sent by email to the referrer within 45 days of the recipients switch date.
12. There is no reward issued to the referee for participation in the scheme.
13. There is no guarantee that this promotion will continue after the specified end date. If it does, any existing referrals are still valid but transactions that result from them may be eligible for a different reward type or value from the one that was applicable at the time of the referral.
14. We are unable to respond to queries about non receipt of rewards until 45 days after the recipient's switch date.
15. New customers must switch directly via the Economy Energy website – www.economyenergy.co.uk. Switches via affiliate sites will not be eligible for the reward. Only switches via our website that are completed through the referral link will be rewarded.
16. Change of Tenancy switches are excluded from this promotion.

17. If the referee cancels their sign up to Economy Energy this will result in the cancellation of the reward for the referrer.
18. There's a limit of 10 customer referrals per customer. This means you could earn up to £200.
19. If you believe you are eligible for a reward but have not received one, we will investigate your claim provided we receive your enquiry within 60 days of the scheme closure date. In this case it may take longer to issue you with a reward.
20. Business customers are not eligible for this reward.
21. Any personal data collected during this process will be stored and processed in accordance with our Privacy Policy.
22. If you have any queries with regards to the reward, please contact the customer services team on 0333 103 9053.
23. Please note: this scheme is being monitored. We reserve the right to suspend or cancel transactions suspected of being fraudulent and such customers may have their details passed to relevant authorities for further investigation.
24. We reserve the right to close the scheme at any time.
25. Economy Energy (and any subsidiary) staff, their immediate families, friends and members of their households are eligible to take part in this scheme.
26. The Registered Office of Economy Energy Trading Limited is 10th Floor Friars House, Manor House Drive, Coventry, England, CV1 2TE

*Love2Shop is not a sponsor of this promotion. Love2Shop voucher may be redeemed at one of the 20,000 locations nationwide within their retail stores and online (for a full list please see <https://www.highstreetvouchers.com>). Vouchers cannot be reloaded, resold, transferred for value, redeemed for cash or applied to any other account. Love2Shop is not responsible if a gift voucher is lost, stolen, destroyed or used without permission. See <https://www.highstreetvouchers.com/gift/terms-conditions> for complete terms and conditions.