

General Terms and Conditions – EDF Refer a Friend offer:

1. 'we' or 'us' or 'our' refers to Energy Customers Limited **trading as EDF** a company registered in England and Wales with company registered number 02228297 and whose registered office is at 90 Whitfield Street, London, W1T 4EZ.
2. This scheme is applicable to EDF residential supply customers ("you" or the "referrer") who use our Refer a Friend process to recommend EDF to their friends or family, only, (the "recipient") and could entitle both parties to an account credit (the "scheme").
3. This scheme is effective from 09:00 on 22 April 2024. We reserve the right to close the scheme at any time.
4. The referrer and the recipient will receive an account credit (the "reward") once the recipient becomes an EDF residential supply customer and has paid their first months' Direct Debit payment. The reward will not be sent if the conditions of paragraph 8 below are not met.
5. All transactions must be validated by us before rewards can be issued. Rewards will usually be paid to the referrer and the recipient within 30 days of the recipient's first Direct Debit payment, but this may be subject to change.
6. You cannot withdraw the reward as cash from your account.
7. The value of the reward is subject to change at any time. Our current reward offer amount will be displayed in the referrer's EDF online account (accessible here: <https://edfenergy.com/myaccount/login>).
8. To be eligible to take part in this promotion and receive the reward under this scheme:
 - a. You, as the referrer, must be an existing customer of EDF;
 - b. The recipient you are referring must not be an existing EDF customer and must not have been an EDF customer within the previous 12 months;
 - c. As the referrer, you cannot refer yourself under this scheme, including where you are moving premises. You cannot refer any other party under this scheme in relation to receiving a supply at the premises associated with your existing energy account;
 - d. If the recipient cancels the switch of their energy supply to us, then neither the referrer nor the recipient will receive the reward;
 - e. The recipient must be referred to EDF through the referrer's unique referral URL (the "referral link") and use the referral link to sign up as an EDF residential supply customer for the supply of electricity or gas. If the recipient does not use the referral link to sign up we will be unable to match the reward back to you and no reward will be paid to either the referrer or the recipient. The referral link can be found in your EDF online account.
 - f. The reward will not be payable if the recipient signs up as an EDF residential supply customer through a price comparison website.
 - g. Where either the referrer does not have a referral link, or the recipient cannot contact us online, the recipient may email or call us with either: i) the referrer's unique referral link; or ii) the referrer's email address which is linked to their EDF account. Our main contact number is +44 (0) 333 006 9950.
 - h. Your referral link should only be shared with friends or family. If we suspect you are using the scheme for commercial purposes or sending your referral link to people not known to you, we reserve the right to refuse to transfer the reward to the referrer and the recipient. Before sharing your referral link with friends or family, you should consider whether they will be interested in the scheme and only share the referral link with those who will be interested.
9. Any personal data collected during this process will be stored and processed in accordance with our Privacy Policy (<https://www.edfenergy.com/terms-conditions/privacy-cookie-policy>).
10. If you have any queries with regards to the reward, please contact the customer services team via email (hello@edfenergy.com) or +44 (0) 333 006 9950.

11. We will not respond to queries about non receipt of rewards unless a reward has not been received more than 30 days after we have started supplying the referred customer with gas or electricity. We will not respond to queries about non receipt of rewards that are received more than 60 days of the scheme closure date.
12. Please note: this scheme is being monitored. We reserve the right to suspend or cancel transactions where; i) we suspect the conditions under paragraph 8 above are not being met; or ii) where such transactions are suspected of being fraudulent and such customers may have their details passed to relevant authorities for further investigation.
13. The referrer and the recipient are deemed to have accepted and agreed to be bound by these terms and conditions upon using this Refer a Friend scheme.
14. This promotion is governed by English Law and both the referrer, and the recipient, submit to the jurisdiction of the English Courts.