



## Heat Pump Services

### Summer Heat Pump Service Sale – 20% Discount:

- Heat Pump Service

Starting 21<sup>st</sup> May 2024

We care about privacy, and we protect your personal data. We recommend that you read our Privacy Notices, to understand how we collect and use your personal data and your data protection rights. Our Privacy Notices do not form part of the contract between you and us. You can find our Privacy Notices [here](#).

### Terms and Conditions for the Summer Heat Pump Service Sale (the “Summer Sale”)

- To be eligible for the 20% discount (the “**Discount**”) on a Heat Pump Service (the “**Qualifying Product**”), customers must comply with these Terms and Conditions:
  - buy a Qualifying Product between 21<sup>st</sup> May 2024 and 31<sup>st</sup> July 2024 (inclusive) (the “**Promotion Window**”), and
  - have the Heat Pump Service completed by Bord Gáis Energy on or before 31<sup>st</sup> August 2024.
- Subject to the customer complying with these Terms and Conditions, the Discount will be applied automatically to the purchase price when the customer pays for the Qualifying Product.
- Customers will only be eligible for the Discount if the Heat Pump service is booked during the Promotion Window and is completed, by Bord Gáis Energy, on or before 31<sup>st</sup> August 2024. Please note that a Heat Pump Service: -
  - booked in advance of the Promotion Window but which is carried out by Bord Gáis Energy during it; or
  - booked during the Promotion Window but which is carried out by Bord Gáis Energy after 31<sup>st</sup> August 2024, may not qualify for the Discount.
- The Discount is available on Heat Pump Services in the counties of Dublin, Kildare, Louth, Meath, and Wicklow only. Customers residing in counties other than those named above will not be entitled to avail of the Discount or to any cash equivalent or alternative offer.
- The Discount does not apply to any repair, or additional labour, or parts required.
- The Discount may not be used in conjunction with any other Heat Pump services offers, promotions or discounts other than where expressly permitted in accordance with the relevant terms and conditions.
- All Heat Pump appointments/services must be agreed by the registered owner of the property. Where tenants are in situ at a property, the Heat Pump Service is required to be booked by the registered owner of the property.
- Bord Gáis Energy reserves its rights to pause the Summer Sale during the Promotion Window, extend it beyond 31<sup>st</sup> July 2024, or end it before 31<sup>st</sup> July 2024, or amend the Conditions. If Bord Gáis Energy decides to end or amend the Summer Sale during the Promotion Window,

customers who have already purchased Qualifying Products in accordance with these Terms and Conditions will be eligible to avail of the Discount.

- The Discount will only apply during the first year the customer purchases the Qualifying Product. The Discount will not apply to any subsequent Heat Pump Services booked by the customer, which remain subject to any future promotions or discounts on offer by Bord Gáis Energy at that time.
- Bord Gáis Energy will monitor compliance with the Summer Sale and where it uncovers, any evidence of fraud, abuse, misuse, or non-compliance with these Terms and Conditions, Bord Gáis Energy reserves the right to end or suspend the Summer Sale entirely or withdraw the Discount from specific customers. Where the Discount is withdrawn, the customer will be given the option of continuing with the Qualifying Product at full price (including paying any shortfall to us) or cancelling their Qualifying Product (subject to covering any costs incurred by Bord Gáis Energy during the period the customer held the Qualifying Product).
- Discounts applied in accordance with these Terms and Conditions are not transferrable and no cash alternatives are available.
- To benefit from the Discount, customers must be over 18, the registered owner of the property where the Qualifying Product will be used and a resident of the Republic of Ireland.
- The promoter of the Summer Sale is Bord Gáis Energy, PO Box 10943, Dublin 2.
- The promoter reserves the right to amend these Terms and Conditions at its sole discretion.

**May 2024**