Energy with Free Boiler Service Terms & Conditions

Dual Fuel 12 month Contract + Free Complete Boiler Care Offer
Gas Only 12 month Contract + Free Complete Boiler Care Offer

Terms and Conditions of Offer

This Offer is applicable to all customers that sign up for either of the offers below:

a) Dual Fuel with Free Boiler Service Offer, or

b) Gas Only with Free Boiler Service Offer

a) Dual Fuel Offer: The discounts are off the Bord Gáis Energy Gas and Electricity unit rates for a period of 12 months. This offer requires you to pay by direct debit and to sign up for paperless billing. After the 12-month period, Dual Fuel customers who continue to choose to pay by Direct Debit and use Paperless Billing will receive a 5% discount Off Gas and Electricity unit rates (smart electricity rates if signing up for the smart offer). An early Exit Fee of €50 will apply if you leave before the end of your Fixed Term Dual Fuel Contract. Prices are subject to change.

b) Gas only Offer: The discounts are off the Bord Gáis Energy Gas unit rates for a period of 12 months. This offer requires you to pay by direct debit and to sign up for paperless billing. After the 12-month period, Gas only customers who continue to choose to pay by Direct Debit and use Paperless Billing will receive a 5% discount off Gas unit rates (smart electricity rates if signing up for the smart offer). Prices are subject to change.

Terms:

1. Dual Fuel: The Dual Fuel supply service is subject to Bord Gáis Energy's Terms & Conditions of Dual Fuel Supply for Residential Customers which can be found at **https://www.bordgaisenergy.ie/resources/terms-and-conditions/**

2. Gas only: The Electricity only supply service is subject to Bord Gáis Energy's Terms & Conditions of Gas Supply for Residential Customers-Fixed term contract, which can be found at **https://www.bordgaisenergy.ie/resources/terms-and-conditions/**

3. Free Boiler Service: The Terms & Conditions for Complete Boiler Care apply to your free boiler service with us. Complete Boiler Care Ts&Cs | Bord Gáis Energy (bordgaisenergy.ie)

4. Eligibility Check: Bord Gáis Energy will perform a full eligibility check on your boiler. If, during the eligibility check, we determine that we are not in a position to

commence or continue the boiler service, we will notify you of the reason for this and you will be eligible for an alternative offer.

5. Cancellation: You have a right to cancel this Offer, without charge, within 14 days from the date you sign up if you signed up over the phone or online. If you signed up with one of our doorstep sales agents then you can cancel within 30 days. You can cancel by using the cancellation form on our website at **https://www.bordgaisenergy.ie/cancellation-form/** or by contacting us directly. However, where we have:

- already begun to supply you with gas and electricity during this 14 day period, you agree to pay for all electricity and Natural Gas supplied to you up to the date of cancellation; and/or
- already carried out the free boiler service, you agree to reimburse us €119
- If you cancel outside of the Commitment Period, an Early Exit Fee may apply to the Contract as set out at section 2 above and a €30 administration fee will apply for any cancellation for the boiler service on less than 24 hours' notice.

6. Terms and Conditions: To avail of this offer, you must agree to the BGE Standard Terms and Conditions of Electricity and Gas Supply (Fixed Term Contract), Terms and Conditions of Gas Supply (Fixed Term Contract) and the Terms and Conditions for Complete Boiler Care.

7. Complaints Procedure: If you are unhappy with any service or contact that you have with us, you can register your complaint with us in any of the following ways:

- calling our customer service representatives at 01 611 01 01;
- by email to info@bordgais.ie or through our website at www.bordgaisenergy.ie; or
- by letter to Customer Care, Bord Gáis Energy, PO Box 10943, Freepost F4062, Dublin 2.

8. Privacy Information: To understand how Bord Gáis Energy uses personal data, please review the Gas and Electricity Supply Privacy Notice, the HomeCare Boiler Services Privacy Notice and the Hive Sale and Installation Privacy Notice. For privacy information relating to your ongoing use of Hive and the Hive App, please visit **www.hivehome.com/ie/privacy**. To understand how Amazon uses personal data relating to your use of the Echo Dot please read the instructions provided by Amazon accompanied with the Echo Dot.

9. The offer is as stated, and NO CASH ALTERNATIVES OR REFUNDS will be offered.

10. Bord Gáis Energy is not obliged to enter into written correspondence regarding this offer. The promoter is Bord Gáis Energy, PO Box 10943, Dublin 2.

11. This offer cannot be used on pre-existing orders or in conjunction with any other discount or promotional offer.

12. Bord Gáis Energy reserves the right to amend these terms and conditions at its sole discretion.