

**This Promotion may be modified at any time and is not combinable with any other offers. Qualify for the LOVE Connection and Delivery Cashback (“Promotion”) when you agree to a Contract, where you have received direct marketing about this Promotion. A “Contract” means agreeing to a connectivity contract via Love Energy Savings.com Limited (“LOVE”) where a connection and delivery charge is payable. The LOVE Connection and Delivery Cashback is only available to customers who have received direct marketing about the Promotion and is not applicable to all customers. The LOVE Connection and Delivery Cashback is subject to a minimum and maximum cashback amount (as explained below). Within 30 calendar days of Love Energy Savings confirming the Contract has gone live with the relevant supplier or retailer, customers with valid claims under the Promotion will be contacted to arrange payment to them of the cashback. Once arrangements are confirmed, cashback will be paid within 30 calendar days. These LOVE Connection and Delivery Cashback Terms are subject to our Standard Terms and Conditions available [here](#).**

### **Promotion Terms and Conditions**

**These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials for the Promotion.** Claim instructions are deemed to form part of the Promotion Terms and Conditions. By participating, all claimants will be deemed to have accepted and be bound by the Promotion Terms and Conditions. Please retain a copy for your information.

**Promoter and Administrator:** Love Energy Savings.com Limited (“LOVE”), whose registered office address is Unit 2, Springfield Court, Bolton, BL3 2NT (Company number: 06322305). We feature products and services offered to businesses by connectivity suppliers. Any Contract agreed is made directly with the relevant retailers, and not us. We offer the ability for Qualifying Customers (who meet the criteria set out in these Terms), with a valid claim, to earn cashback (“Cashback”) on their Contracts agreed via us (the “LOVE Connection and Delivery Cashback”). We can provide this Cashback to you because we receive commission for referring business customers to the suppliers or retailers we work with. We give a portion of this fee (as determined and set by us) as Cashback. For more information on how the Promoter is paid commission by retailers, please see our ‘How We Get Paid’ page [here](#).

## 1. **Promotional Period**

- a. **Sale Period:** This is the promotional period, for when the Promotion is available to Qualifying Customers who agree a Contract via the Promoter from the 00:01 GMT 7<sup>th</sup> April 2025, subject to the Promoter withdrawing the Promotion earlier in its sole discretion.
- b. **Reward Period:** A Qualifying Customer's claim to the Reward will be valid following the Promoter confirming directly with the relevant retailer that the Contract has gone live on supply. Within 30 calendar days of the Promoter confirming this, the Promoter will contact the Qualifying Customer to confirm arrangements for paying the Reward. The Reward will be paid within 30 calendar days of these arrangements being confirmed.

2. **Eligibility:** This Promotion is open to businesses located in the UK. This Promotion is only available for Qualifying Customers that meet the Eligibility criteria, who have received direct marketing relating to the Promotion from the Promoter. The individual who agrees the Contract on behalf of the Qualifying Customer must:

- have authority from the business they are acting on behalf of to enter into the Contract;
- be 18 or over; and,
- be a UK resident.

Note, multiple promotions cannot be combined with this Promotion.

The Promotion also is not open to anyone professionally connected with this Promotion. Also, the Promotion is not open to employees, immediate families or agents of:

- the Promoter;
- the Promoter's subsidiaries; or
- other group companies.

3. **Qualifying Customers:** The business must have agreed a Contract during the Sale Period and meet all Eligibility criteria set out above in clause 2.
4. The Promoter takes no responsibility for any claims under this Promotion which are delayed, incomplete or lost due to technical reasons or otherwise.

5. Claims for the LOVE Connection and Delivery Cashback made on someone else's behalf may be disqualified, at the Promoter's discretion.
6. The Promotion is restricted to one claim per Contract, irrespective of how many supplies are covered under that Contract.
7. **The Reward:** A valid Promotion claim entitles the Qualifying Customer during the Reward Period Cashback which constitutes the value of the Contract's connection and delivery charges upto the value of £50.00 per Contract (so will be calculated and fixed at the point the contract is processed and accepted by the retailer).

Qualifying Customers are responsible for any tax liability which may arise out of Cashback.

8. **How to participate:** To participate, the Promoter must have received confirmation from the relevant retailer that the Qualifying Customer's Contract has gone live on supply and the Qualifying Customer must have provided the Promoter with a business bank account for the business to which the supply under the Contract relates to. Payments will not be made to any individual's bank account.

Within 30 calendar days of the Promoter confirming the Contract has gone live on supply, the Promoter will contact the Qualifying Customer to confirm arrangements for paying the Reward. The Reward will be paid by BACs payment within 30 calendar days of these arrangements being confirmed.

9. It is the responsibility of each Qualifying Customer to respond to the Promoter's request for arranging payment of the Reward, as well as providing all relevant correct, up-to-date details when participating in the Promotion to enable the Reward to be claimed. The Promoter cannot be held responsible for claimants failing to respond to the Promoter's communications and/or supplying accurate information which affects a claim of their Reward.
10. The Qualifying Customer cannot elect to receiving the Reward by any other method than BACs transfer. No cash or other alternative Reward will be provided in whole or in part. Except, in the event of circumstances outside of its control, the Promoter reserves the right to substitute a similar Reward of equal or greater value.
11. The Promoter reserves the right to verify all claims (including but not limited to) asking for proof of purchase and ID (passport, driving licence or equivalent). The Promoter reserves the right to refuse the Reward or withdraw the Reward entitlement. Also, the Promoter reserves

the right to refuse further participation in the Promotion and disqualify the claimant where there are reasonable grounds to believe:

- a. there has been a breach of these Terms and Conditions or our Standard Terms and Conditions;
- b. there has been a breach of the spirit of the Promotion;
- c. there has been a breach of any instructions forming part of this Promotion's claim requirements;
- d. a participant has gained unfair advantage in participating; or
- e. a participant has claimed using fraudulent means.

12. All claims must be made by the Qualifying Customers themselves. Claims (bulk or otherwise) made from representatives, trade, consumer groups, syndicates or third parties will not be accepted.

13. Claims will be disqualified and will not be counted, if they are made by:

- a. macros or other automated means (including systems which can be programmed to enter) and;
- b. claims which do not satisfy the requirements of these Terms and Conditions in full.

14. The Promoter reserves the right to investigate and undertake all such action, to protect themselves against fraudulent or invalid claims. In addition, the Promoter reserves the right to reject those claims which they consider, in their absolute discretion, are fraudulent or invalid.

15. Any additional costs which may be incurred in this Promotion in the context of participation (such as internet costs and other additional services that go beyond those described services for Reward fulfilment), are not included and must be paid by customers separately.

16. Your claim will be deemed invalid if (including but not limited to) you:

- a. are not a Qualifying Customer;
- b. do not meet the Eligibility criteria;
- c. have failed in any way to otherwise comply with these Terms and Conditions, and corresponding activity as determined by the Promoter in our sole discretion; or,

d. have failed to fulfil any participation requirements.

17. Insofar as permitted by law, the Promoter (nor any of their associated companies), will be responsible or liable to compensate claimants or accept any liability. This is in relation to any personal loss, expense, or damage in connection with this promotion. This includes losses, expenses of damages due to accepting or using the Reward, and providing the Promoter with incorrect business bank details for the Contract. The exception to this, is any liability which cannot be excluded by law (including personal injury, death, and fraud. In which case, liability is limited to the minimum allowable by law. Also, the Promoter cannot they guarantee the quality and/or availability of the services offered when using the Reward and cannot be held liable for any resulting personal loss or damage. Your statutory rights are unaffected.

18. The Promoter reserves the right to cancel or amend the promotion. This can be at any stage, (but will always endeavour to minimise the effect to claimants to avoid undue disappointment). This may occur:

- a. in the event of circumstances outside the reasonable control of the Promoter;
- b. fraud;
- c. abuse;
- d. an error affects or could affect the proper operation of this promotion; and/or
- e. an error affects or could affect the proper awarding of Rewards (only where circumstances make this unavoidable).

19. If an act, omission, event, or circumstance occurs which is beyond the reasonable control of the Promoter (which prevents the Promoter from complying with these Terms and Conditions), the Promoter will not be liable for any failure to perform or delay in performing its obligation.

20. The Promoter has no control over internet or communication networks, and is not liable for any problems associated with them. For example, if issues occur due to traffic congestion, technical malfunction or otherwise. The Promoter will not be held liable to any individual for any fraud committed by any third party nor for any event beyond its control. Including (but not limited to) user error and any failures which may restrict, delay, or prevent a claimant's participation in the promotion arising from:

- a. network;
- b. computer;
- c. hardware; or

d. software failures of any kind.

21. This promotion run and administered by Love Energy Savings. You can contact Love Energy Savings by phoning us on 01204 867 5228.
22. The Promoter's decision is final regarding all promotional matters and no correspondence will be entered into.
23. If any of these clauses should be determined to be illegal, invalid, or otherwise unenforceable, then it shall be severed and deleted from these Terms and Conditions. Should this occur, the remaining clauses shall survive and remain in full force and effect.
24. The Promoter (Data Controller) takes the privacy of individuals extremely seriously. The Promoter will record and store any personal data provided by the Qualifying Customer as part of the Contract (e.g., supply details, customer full name, date of birth, address, bank details and contact details) and will use any personal data necessary to fulfil its obligations under these Promotion Terms and Conditions.
25. Click [here](#) for the Promoter's Privacy Policy. You can request access to your personal data, or have any inaccuracies rectified, by sending an email to the details contained within the above Privacy Policy. By participating in the Promotion, you agree to the use of your personal data as described above.
26. These Promotion Terms and Conditions and any question concerning the legal interpretation of them will be governed by the laws of England. Any disputes must be referred to the English courts.