Refer a Friend Scheme
Terms and Conditions

Version 0.8 | 16 August 2019
Principal Terms

These Terms and Conditions cover Tonik’s “Refer a Friend” Scheme. This incentive has been put in place by
Tonik to reward our Members when they recommend the products and services provided by Tonik Energy
Ltd.

This scheme is operated and administered by Tonik Energy Ltd. This scheme replaces any previous similar
customer referral program.

Defined Terms

There are some terms of phrases within these Terms and Conditions that have very specific meaning.
These are outlined below:

Energy
This means the supply of gas and electricity to the property. If mains gas is unavailable at the property,
then this only refers to electricity.

Referred Member
This means the Tonik customer who has been referred to Tonik by the Referring Member.

Referring Member
This means the Tonik customer who is referring the Referred Member to Tonik.

Supply Start Date
This means the date at which Tonik begin to supply Energy to the property.

Refer a Friend Bonus
This means the credit that is applied to either the Referring Member, or the Referred Member’s Tonik
account in pounds sterling.

Section 1

Scheme Qualification and Entry Criteria

a. This scheme is only open to current Tonik Domestic Members (customers) referring new Domestic
   Members (i.e. not businesses) to Tonik for the supply of Energy.

b. The Referred Member must complete the sign-up process to Tonik via TonikEnergy.com through
   the referral link only. Sales completed over the phone or by any other third party (e.g. Price Comparison
   Websites) will not be eligible under this scheme.

c. The Refer a Friend Bonus is not to be used in conjunction with any other offer such as those from
   Cash Back sites and Tonik reserves the right to refuse any one or all of these offers.
d. The Referred Member is only eligible for one Refer a Friend Bonus at each of their properties.

e. Both the Referred Member and the Referring Member must be on supply with Tonik to qualify for payment of the Refer a Friend Bonus.

f. Both the Referred Member and the Referring Member must have an active Direct Debit in place on their Tonik account at the time the Refer a Friend Bonus is due to be paid in order to qualify for the payment.

g. Both the Referred Member and the Referring Member must be over the age of 18 years old.

h. Bulk email distribution, distribution to strangers, or any other promotion of your personalised hyperlink in a manner that would constitute or appear to constitute unsolicited commercial email or “spam” is expressly prohibited.

Section 2

Refer a Friend Bonus

a. A Refer a Friend Bonus will be paid to both the qualifying Referring Member and the Referred Member on completion of the switch by the Referred Member to Tonik for the supply of Energy. Tonik reserve the right to change the amount of credit at our sole discretion.

b. The Refer a Friend Bonus will be added to the accounts of both the Referring Member and Referred Member within 14 days of the Referred Member’s electricity Supply Start Date.

c. If a switch does not complete for any reason (e.g. cancellation, objection etc.) then the Refer a Friend Bonus will not be paid to either the Referred Member or the Referring Member.

d. Refer a Friend Bonuses will be applied to your account in the form of a monetary credit, in Pounds Sterling. It will appear on your bill and statement of account as “Refer a Friend Bonus”.

e. The Refer a Friend Bonus may only be used to offset the equivalent value of gas and/or electricity supplied to you by Tonik. There is no cash equivalent.

f. A Refer a Friend Bonus can only be used towards the account for which it has been awarded and is non-transferable. It may not be auctioned, traded, bartered or sold. Upon termination of the scheme or any portion thereof for any reason, or upon cancellation of a Tonik Member’s account for any reason, any unredeemed Rewards accumulated are forfeited.

g. If your account shows a credit balance, a refund in cash can only be made to a maximum value equal to the value of payments made by you on the account.

h. The Refer a Friend Bonus will be used to offset any amounts owing first ahead of any payments made by you to the account.

i. Refer a Friend Bonuses are applied to your account after Value Added Tax (VAT).

j. If you pay by Direct Debit, then the Refer a Friend Bonus will not be taken into account when determining the level at which your Monthly Direct Debit will be set when you join Tonik. Credit balances are however, taken into account when setting the Direct Debit during account reviews and renewals.

k. Refer a Friend Bonuses are cumulative, if multiple qualifying referrals are made to Tonik Energy then multiple rewards will be delivered to the Referring Member. We reserve the right to limit the number and value of Refer a Friend Bonuses at our sole discretion.
The Referring Member will be able to track the progress of Tonik Referrals via the Tonik Space web portal.

The data and privacy of both parties will be respected and only very limited data in relation to account name and account status will be shared. Details about how we use your personal information can be found on our website in our “Privacy & Cookies” policy document which can be found here.

Interest payments will not be made on credit balances made up from Refer a Friend Bonuses. Where part of a credit balance is made up of a Refer a Friend Bonus the interest will not be paid on the portion that is made up from the Refer a Friend Bonus.

If we suspect anything potentially fraudulent then this could result in data verification and/or delays of the payment of Refer a Friend Bonus to either party.

At our sole discretion any instance of fraud identified will result in the relevant Tonik Member being removed from the scheme and any payments made to date removed. No further payments will then be made. If this results in a debit balance on an account, then this balance becomes due with immediate effect.

Tonik reserves the right to make changes to or withdraw the referral bonus at any time.