

# The Big Win-Win

## Terms & Conditions

Starting on the 11th September 2023 when you refer a friend or family to UW you will be entered into a prize draw to win a £1,000 credit for both you and the friend you referred to help pay your bills, in addition to the [standard referral credit](#), if you meet the eligibility criteria set out below.

You will be entered into the prize draw for every friend you successfully refer to UW and so you (the referrer) could win multiple times.

### 1. Eligibility Criteria

- 1.1. To be eligible to refer a friend you must:
  - 1.1.1. be an existing UW customer;
  - 1.1.2. not be a UW Partner; and
  - 1.1.3. comply with all [Refer-a-Friend terms and conditions](#)
- 1.2. In order for you (the referrer) and the person you refer (the referred friend) to be eligible for the £1,000 prize draw, the person you refer must:
  - 1.2.1. become a customer of UW before midnight on the 30th September 2023 (we reserve the right to extend the timeframe for entries in order for the final prize draw to reach 50 entries);
  - 1.2.2. be a homeowner;
  - 1.2.3. take at least two different Eligible Services. Eligible Services means energy, broadband, mobile, insurance (insurance means Boiler & Home Cover or Income Protector only. Home Insurance and Bill Protector are excluded and will not be counted). Multiple types of the same service (i.e. two types of mobile service or two types of insurance service) will be counted as one Eligible Service; and
  - 1.2.4. set up a Direct Debit as their payment option.

### 2. Referring a friend

- 2.1. You can refer a friend by using the referral link found in your UW account accessible [online](#) or via the [UW App](#). You can also refer a friend directly with a UW Partner, the UW Partner must add your UW Account ID to the online sign up application in order to ensure you and the friend can be part of the prize draw. If the referrer's Account ID is not added in the sign up application then the referrer and referred friend will not be eligible for the prize draw.

### 3. The prize draws

- 3.1. Each eligible entry will have a 1 in 50 chance of winning the prize. There will be a prize draw for each 50 eligible entries to guarantee a winner. A winner will be selected once 50 eligible entries have been received. If at the end of the campaign we do not have 50 eligible entries we will continue capturing eligible entries on a first come first serve basis until 50 entries are reached and then we will run the final prize draw, ensuring that we pick a winner, and each entry has the same chance of winning.
- 3.2. The winners will be chosen by a random draw performed by computer process.

#### **4. If you win and how credits will be added**

- 4.1. If you (the referrer or the referred) win a prize draw you will be notified by the email associated with your UW Account.
- 4.2. The prize of £1,000 credit will be added to your account in four credits of £250 over four monthly bills. You will be able to see this in the Credits & Debits section of your bill. If your bill for that month is less than £250 the remaining cash will be returned to the bank account used for Direct Debit payments on the account.
- 4.3. The first of the four £250 credits will be applied to the winner's accounts no sooner than 14 days after the referred customer has signed up. The remaining credits will be applied on each subsequent bill.
- 4.4. If after winning the referred friend stops meeting the Eligibility Criteria (see above) then we will stop paying credits to both the winning referrer and referred friend. If you are no longer a customer you will cease to receive the credits.

#### **5. General**

- 5.1. UW reserves the right to change these terms and conditions where it becomes necessary to do so. UW reserves the right to remove or amend this promotion at any time.
- 5.2. Customers are deemed to have accepted and agreed to be bound by these terms and conditions upon using the refer a friend scheme.
- 5.3. The Refer-a-Friend Scheme is for non-commercial use only. UW reserves the right to refuse to apply the bill credit to anyone in breach of these terms and conditions or anyone exploiting, in any way, the Refer-a-Friend scheme.
- 5.4. UW must either publish or make available information that indicates that a valid award took place. To comply with this obligation UW will send the surname and county of prize winners to anyone who emails or writes to the UW within one month after the draw. If you object to this information being published please let us know when we contact you about the prize. UW must still provide the information and winning entry to the ASA on request.
- 5.5. UW will process your personal data in order to facilitate this promotion in accordance with these terms and conditions and UW's [Privacy Policy](#).
- 5.6. No correspondence will be entered into regarding the prize draw. In the event of any dispute, the decision of a director of UW shall be final and binding on all entrants.

- 5.7. The Promoter accepts no responsibility for entries not successfully completed due to a technical fault, technical malfunction, computer hardware or software failure, satellite, network or server failure]of any kind.
- 5.8. The prize for the winner is non-exchangeable, non-transferable and no alternative is offered.
- 5.9. This promotion is governed by English Law and customers submit to the jurisdiction of the English Courts.
- 5.10. Promoter: Utility Warehouse Limited (UW), Network Hq 508 Edgware Road, The Hyde, London, NW9 5AB