



Shell
ENERGY

Perks Rewards Terms & Conditions

For customers who signed up to Green Star Energy

Effective from 19 August 2019

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These terms and conditions govern the administration of your loyalty points which you may be eligible for as part of your energy plan. When you join Perks Rewards you accept these terms and conditions.

Features:

- Earn Perks Rewards points every three months that your energy account remains in good standing
- Redeem Perks Rewards points online for:
 - Energy saving products
 - Smart home devices
 - High street gift vouchers for shops, restaurants and cinema outlets
 - Digital Mastercard.
- Perks Rewards points have no cash value and cash alternatives to gifts will not be given

Meter type:

Perks Rewards are available for fixed term plan credit or smart meter customers. They are not available for prepayment meter customers.

Perks Rewards communications:

Account communications for Perks Rewards are electronic, so you must provide us with a valid email address and set up an online account. We'll send you an email to let you know how to activate your online account. We will from time to time send you information regarding your Perks Rewards online account.

How we provide Perks Rewards to you:

We have partnered with Energy Earth Limited (Energy Earth) who assist us in:

- Hosting and administering your online Perks Rewards account
- Presenting you with the selection of redeemable gifts available to you
- Sending the gifts that you redeem to you.

Your data:

The following data will be shared with Energy Earth at your Supply Start Date (SSD) to establish your Perks rewards account with them:

- Account Holder's full name
- Email address

- Telephone number
- Billing address
- Schedule of Perks point allocations

Getting Started on Perks Rewards:

You will receive a welcome email from Energy Earth within 90 days of your supply start date. This will include some easy instructions on what to do to set up your account with them in order to start collecting Perks Rewards points as our customer.

Your Perks Rewards points schedule:

You can earn 1,250 Perks Rewards points for each fuel and an additional 250 Perks Rewards points for each fuel every three months you're with us.

Your Perks Rewards points will load onto your Perks Rewards online account a few days after they are earned. Once they have been loaded, you will be able to use them to redeem available gifts.

Important information about Perks Rewards points:

Perks Rewards points are earned on commencement of your Perks Plan but can only be issued once a valid email address is provided and you set-up a Perks Rewards online account with Energy Earth. If you do not set-up an online account, then you will give up any Perks Rewards points associated with your Perks Plan if the Perks Plan end date has since expired.

Suspending or closing your Perks Rewards account:

You can choose to leave Perks Rewards at any time. If you decide to leave Shell Energy Retail Limited then we reserve the right to cease issuing you with Perks Rewards points and to suspend your Perks Rewards online account.

We have the right to cease issuing you with Perks Rewards points should you fall behind on paying your energy bills or you leave our supply. We will continue to withhold the issuing of Perks Rewards points whilst your energy account balance remains overdue.

We can stop you claiming a gift, suspend or end your Perks Rewards account if we believe:

- you haven't followed these terms and conditions;
- you've broken the terms and conditions for your Perks Plan;
- there's been an abuse or attempted abuse of the Perks Rewards programme through your Perks Rewards account;
- you're not eligible for a Perks Rewards online account or to redeem gifts;
- you give us or Energy Earth incorrect or misleading information;
- you're abusive, violent or offensive to any member of our staff or those of Energy Earth.

We can also refuse to allow you to redeem a gift where Energy Earth asks us to do so for good reason.

Your Perks Rewards online account will remain active until you close your account; this is to assist you in continuing to purchase products. If you do not wish for your Perks Rewards online account to remain active, you are free to close it when you leave our supply at which point all unused Perks Rewards points will be removed. You can do this by contacting our Perks team at 0800 029 1561 or email PerksRewards@EnergyEarth.com.

Redemption of gifts:

You are able to redeem your issued Perks Rewards points on any gifts that you see as available for you to select on your Perks Rewards online account. We reserve the right to change or update the gifts we offer at any time. All gifts are subject to availability.

The Perks Rewards online store has a minimum Perks Rewards point redemption value of £25 for each transaction.

If the Perks Rewards points you have are insufficient to redeem a particular gift, you are able to settle the difference by credit or debit card. The Perks Rewards online store will detail these options for you.

When you redeem gifts, Energy Earth will arrange delivery of your redeemed gifts to you by registered mail. Each item should arrive around two weeks after you redeem the Perks Rewards points for it. It's important

that you provide the correct delivery details on your Perks Rewards online account and on your orders so that receipt of your gifts is not delayed. There is no additional delivery charge on top of the Perks Rewards points you use to redeem.

If you redeem a gift which you wish to return, you are able to return that gift within 14 days of receipt and have the Perks Rewards points you used to redeem the gift issued back into your Perks Rewards online account. This applies even if you have simply changed your mind and there is nothing wrong with the product. Energy Earth will administer the return of gifts back to them.

We purchase the available gifts as products from the manufacturers or their sellers. Each product comes with its own product warranty which the manufacturer owes to you. This will often be set out in the individual instruction and warranty pamphlets inside the packaging of each product.

Questions about Perks Rewards:

If you have any issues with the delivery of your redeemed gifts or your Perks Rewards points, or would like further information please contact our Perks team at 0800 029 1561 or email PerksRewards@EnergyEarth.com.

General:

We reserve the right to amend these terms and conditions at any time. You'll be able to find the latest version at shellenergy.co.uk/info/greenstar/terms. If you continue to take part in the Perks Rewards after we've made changes to the terms and conditions, we'll treat you as if you've accepted these changes.

Nobody else has any rights under these terms and conditions. These terms and conditions are between you and us. No other person has any rights to enforce these terms and conditions.

The laws of England and Wales apply to these terms and conditions and these terms and conditions are subject to the exclusive jurisdiction of the English courts.