



Shell
ENERGY

Save Money Cut Carbon Product Terms & Conditions

For customers who signed up to Green Star Energy

Effective from 7 August 2019

Version number: 1.0

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These terms and conditions apply to the energy plan you have selected (“the Plan”), as set out above, and in addition to (and do not replace) the Shell Energy Retail Limited (“we”, “us”, “our”) Residential Terms and Conditions of Supply* which you have received a copy of.

Features:

- An Enviropack - energy and water saving devices
- 100% renewable electricity
- Carbon offsetting and tree planting projects
- Price protection for the duration of the plan
- Early cancellation charges: £30/fuel

Eligibility:

This offer is open to new, existing and renewing Shell Energy Retail Limited customers. The Plan is not available in conjunction with any other offer.

Payment method:

The Plan is available to customers paying by Direct Debit only.

Account communications:

Account communications for the Plan 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. You may request paper copies of your account communications for a fee.

Fuel type:

The Plan is only available to customers who switch both their gas and electricity to the Plan.

Meter type:

The Plan is available for credit or smart meter customers. It is not available for prepayment meter customers.

Your personal data:

By switching to the Plan, you agree to Shell Energy Retail Limited sharing your full name, supply address, email, telephone and supply start date with SMCC so that they can send your Enviropack to you.

Customer benefits:

As part of the Plan, you will receive an Enviropack containing:

- Hansgrohe Crometta 1 Jet EcoSmart Hand Shower 9lpm;
- Ledvance Parathom LED Spotlight | GU10 3.3W 2700K | 36 Degree Beam Angle;
- Philips SceneSwitch LED Filament Bulb A60 B22 7.5W 2700K | 3 Step Dim;
- Philips CorePro LED A60 Bulb Frosted B22 8W 2700K;
- Flow Bag - a simple tool to measure the flow of your existing taps and shower heads;
- Save a Flush - a water displacement bag.

The Enviropack is provided to you by SaveMoneyCutCarbon® (SMCC) at no additional cost after the switching process has completed, typically four weeks after the switching process has started. Should you

cancel your energy contract before this process has completed Shell Energy Retail Limited will cancel the fulfilment of the Enviropack.

Shell Energy Retail Limited accepts no responsibility for any claims, returns or product performance relating to the Enviropack. SMCC will bear full responsibility for the products within the Enviropack and its fulfilment. Detailed terms and conditions can be found here:

- SMCC returns policy - www.savemoneycutcarbon.com/help-advice/returns-policy/
- SMCC warranty policy - www.savemoneycutcarbon.com/help-advice/warranty-information/

By purchasing the Plan, you agree to SMCC's Product Terms and Conditions - www.savemoneycutcarbon.com/terms-conditions/

The Enviropack cannot be exchanged for cash.

*These Product Terms and Conditions take precedence over the Residential Terms and Conditions of Supply in the event of any inconsistency