



# Appliance Only Offer

## Terms and Conditions

### Appliance Only Offer - £200 Cash Back

1. The Appliance Only offer is open only to domestic property owner occupiers (not tenants or landlords) that have never been connected or are not in the process of being connected to the Phoenix Energy network.

2. In these conditions 'the Offer' means the '£200 "Appliance Only offer"', 'Appliance' means a gas cooker, gas fire or gas hob and 'Phoenix' means Phoenix Energy having its registered address at 197 Airport Road West, Belfast, BT3 9ED.

3. 'The Offer' can only be claimed where the 'appliance' is not being installed in conjunction with gas central heating.

4. The Appliance Only offer cannot be used in conjunction with:

(a) Any other Phoenix Energy offer (including the 0% Finance and Saver 60 Cashback offers).

(b) Government funded central heating grants (including; The NI Sustainable Energy Programme (NISEP) and Affordable Warmth Scheme)

Please note that the Appliance Only offer can be used with the Free Connection to the natural gas meter offer. Full details on all Phoenix Energy offers can be found at [phoenixenergy.com/offers](http://phoenixenergy.com/offers)

5. To qualify;

5.1 Claimants must first request their connection to the Phoenix network after the 1st December 2025 and before 31st January 2026. The claimant must also be the same signatory as on the Gas Connection Agreement.

5.2 Verbal or written connection requests to Phoenix submitted before 1st December 2025 will invalidate this offer even if the physical connection appointment has been subsequently canceled or re-arranged by Phoenix or the property owner.

5.3 The property connection must be completed within 28 calendar days of the request date.

6. To obtain the £200 Appliance Only offer the claimant must:

(a) Purchase a new appliance from a local participating retailer and engage a Gas Safe Registered 'installer' to fit it.

(b) The property owner must complete the claim form, which can be downloaded from our website, attach their receipted installer invoice, marked 'Paid in Full', and attach a copy of the appliance purchase receipt. The documents must be sent to Phoenix Energy Customer Services for consideration.

(c) The claim documentation must be received by Phoenix within 63 days of the actual meter install date. Claims received later than 63 days after the meter installation or where the documentation remains incomplete after 63 days will not be processed.

Phoenix will not accept liability for any equipment installed or quality of work performed by any installer. Any agreement made is between the property owner and their installer, including any financial transactions.

7. Phoenix accepts no responsibility for any claims that are lost, damaged, delayed or mislaid howsoever caused.

8. In the unlikely event that we need to amend or replace the Terms and Conditions of this offer an amended or replacement version of Terms and Conditions will be posted on the Phoenix website [www.phoenixenergy.com/getconnected/offers](http://www.phoenixenergy.com/getconnected/offers) page for the duration of the original offer period. This should be referenced prior to progressing with the connection request.

### Contacting Phoenix Energy

If you require further information on any Phoenix incentive please telephone **03454 55 55 55**.

Our office hours are Monday to Thursday 08:30 to 19:00 and Fridays 08:30 to 16:30.

Alternatively visit our website [phoenixenergy.com](http://phoenixenergy.com)