



Saver 60 Cashback

Terms and Conditions

1. The Saver 60 Cashback 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. The registered property will have an existing central heating system fueled by LPG, oil, solid fuel or electricity (storage heaters).
2. The property owner must install an 'A rated' natural gas condensing boiler, manufactured by Alpha, Baxi, Ideal, Glow-worm, Vaillant or Worcester Bosch, and full controls upgrade, where appropriate.
3. In these Conditions the 'Offer' means the Saver 60 Cashback whereby the property owner will receive £400 providing the requirements specified in these terms and conditions are fully met. The cashback will be paid against the gross price of the natural gas central heating system by Phoenix Energy ('Phoenix').
4. To qualify for the Offer claimants must first request their connection to the Phoenix network after the 1st January 2025 and before 31st March 2025. The claimant must also be the same signatory as on the gas connection agreement.
5. Verbal or written connection requests to Phoenix submitted before 1st January 2025 will invalidate this offer even if the physical connection appointment has been subsequently canceled or re-arranged by Phoenix or the property owner.
6. The property connection must be completed within 28 days of the first request date.
7. To obtain the £400 Saver 60 Cash Back;
 - (a) The installer must invoice the customer for the full (gross) cost of the heating installation.
 - (b) The applicant must have been born on or before 31st March 1965.
 - (c) 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 proof of age (this can be a copy of a driving license or passport).
7. The documents must be sent to Phoenix Energy Customer Services for consideration.
 - (d) 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.
8. The Saver 60 Cashback Offer cannot be used in conjunction with:
 - (a) Any other Phoenix Energy offer (including the 0% Finance and Appliance Only offers).
 - (b) Government funded central heating grants (including; The NI Sustainable Energy Programme (NISEP) and Affordable Warmth Scheme)

Please note that the Saver 60 Cashback 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
9. Property owners will only be able to avail of the Saver 60 Cashback Offer if they employ a Gas Safe registered company (installer) who is registered with Phoenix Energy to offer this incentive. The installer must undertake the full installation of the heating system including the provision of all relevant materials. A full list of Phoenix registered installers who can offer the Saver 60 Offer can be found at phoenixenergy.com/offers
10. 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.
11. Phoenix accepts no responsibility for any claims that are Lost, damaged, delayed or mislaid howsoever caused.
12. 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 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 Energy 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

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Guidance Notes

Note: If you are intending to submit an incentive claim ensure that Phoenix Energy receives all the relevant documentation within 63 days of the meter install date. This deadline will not be extended and claims/documentation received later than 63 days after the meter has been installed or where a submitted claim remains incomplete after 63 days have lapsed, will not be processed under any circumstances.

If you wish to confirm delivery of your claim documentation to Phoenix Energy you are advised to use recorded delivery. We do not accept late claims that are allegedly 'lost in the post' without proof of postage and receipt by us.

In all cases you are advised to read the terms and conditions of the offer to ensure that you are eligible and appreciate what supporting documentation you must provide within 63 days of the meter install date.



Customer Claim Form

Saver 60 Cashback Offer



Customer Claim Form Details

Important: No cashback will be authorised unless all contact details on this form are completed and a copy of the Phoenix registered installer's receipted invoice and proof of age (this can be a copy of driving licence or passport) are provided. To qualify, this claim must be submitted and received by Phoenix Natural Gas within 63 days of the first meter install of the property.

Cashback Amount^

Installer Details

Installer Name:

Gas Safe Registration Number

Claimant Details

Title:

(e.g Mr/Mrs/Ms)

First Name:

Surname:

Connection

Address:

Postcode:

Home Tel:

Mobile:

Email:

Declaration

Sign below to confirm that you have read and accept the terms and conditions of this offer and the heating system has been installed according to the guidelines provided. Please state the exact details to whom the cheque is to be made payable to:

Customer's Signature

Date

Print Name

Installer's Signature

Date

Installer's Name

This form must be signed by the claimant and installer

If further information is required please contact us on 03454 55 55 55*

Office Use

SMP Number

Date