

Terms and Conditions

L2S Campaign

1. Offer

These promotional terms and conditions form part of the Residential Products and Services terms and conditions available on our website and should be read in conjunction with them.

Eligible customers as determined by UW from time to time will receive a Love2shophop gift card when switching to Utility Warehouse via the provided link only.

2. Gift Card Calculation

The value of your Love2shop gift card shall be determined by the number of Bundle Services you take and your homeowner status. Specific gift card amounts will be communicated to you as part of the relevant promotion.

For the avoidance of doubt for the purposes of this promotion a Bundle Service is:

- Energy
- Broadband
- Mobile
- Boiler and Home Cover

For Energy and Insurance multiple or different types of the same service (i.e. gas and electricity) will be counted as one Bundle Service. Home Insurance is excluded from this offer. For Mobile, two or more Essential and/or Unlimited+ SIMs will count as two Bundle Services. Legacy services (i.e. those no longer for sale) are excluded, more details can be found in our Residential Products and Services terms here.

UW may, at its sole discretion, add other Bundle Services from time to time. The values are communicated in the relevant offer.

3. Validation Period

There is a **90-day validation period** from the date of your sign-up during which your switch will be reviewed and verified for eligibility. At the end of the validation period you must still have the requisite number of Bundle Services, be paying by direct debit, have the relevant homeowner status and have no debt on your account.

4. Processing Period

Once your switch is validated, there will be a **30-day processing period** to prepare your gift card.

5. Gift Card Delivery

You will receive an email with instructions on how to claim your Love2shop gift card within **30 days** after the validation period ends. You must claim your gift card within **90 days** of receiving the instructions.

6. Verification Time

It may take up to **180 days** from the date of your initial purchase for your switch to be verified and for you to receive your gift card.

7. Withdrawal of Offer

Utility Warehouse reserves the right to withdraw or amend this offer at any time, including if we believe the offer is being misused.

8. Cancellation of Order

Customers who cancel their order will not be eligible for a gift card. This also applies if customers fail to complete the switch to Utility Warehouse's services.

9. One Gift Card Per Customer

Only one gift card will be awarded per household.

10. Gift Card Terms

Please review the terms and conditions associated with your chosen gift card before making your selection. The use of the Love2Shop gift card is subject to additional terms as set out by Love2Shop and will be communicated separately. We reserve the right to replace the gift card with an alternative item of equal or higher value if circumstances beyond our control makes it necessary to do so.

11. Lost or Stolen Gift Cards

Gift cards are treated like cash and should be kept securely. They cannot be replaced if lost or stolen.

12. Customer Support

If you have not received your gift card within **180 days** after the switch, please contact our customer support team via <https://help.uw.co.uk/contact-us> for assistance.

13. Tracking of Sale

The transaction must be completed in one session, and users should avoid navigating away from the site or using third-party affiliate sites during the transaction, as this may cause the sale not to track correctly and you may not qualify for the gift card. If signing up via a UW Partner for the sale to be tracked, the sign-up must be completed on the same device from which the offer was clicked through from.

14. Cookies and Ad Blockers

Ensure you do not use ad-blocking software or disable cookies, as this may impact the tracking of your purchase, resulting in ineligibility for the reward.

15. Verification

You may be asked for your order reference or purchase email to verify the transaction and confirm eligibility.

16. Query Handling

Any queries regarding your reward will be handled by Utility Warehouse's customer support team. We will provide any necessary information about your gift card status and redemption process. Entry into the promotion will be deemed to constitute acceptance of these T&Cs and our privacy notice. See UW.co.uk for T&Cs and our Privacy Notice.

17. Data Processing

Please see how Love2Shop will process your personal data here:
<https://www.love2shop.co.uk/privacy-policy>

18. General

- UW reserves the right to withdraw or amend this promotion at any time without prior notice.
- This promotion cannot be used in conjunction with any other offer or promotion.
- All other terms and conditions of the Agreement continue to apply during and after the promotional period.
- These terms and conditions are governed by English law and any disputes within the jurisdiction of the courts in England and Wales.