Black Friday Simply Thank You Voucher Promotion – November 2026

We may change or withdraw this offer in accordance with these terms, and it cannot be combined with other offers. This Black Friday offer ends on 30 November 2026. To get your Simply Thank You E-Voucher, you must agree a business energy contract (whether a new contract or a renewal) through LOVE during the applicable Offer Period and meet the eligibility requirements below, and that contract must go live. To be eligible, you must have agreed to a business energy contract via our website during the Offer Period. Note - LOVE reserves the discretionary right to honour this promotion if you agree to a business energy contract via LOVE's call centre during the Offer Period. Where LOVE exercises this discretion, we will inform you verbally or in writing by email that you are eligible for the promotion, subject to your contract going live and the other requirements of these terms and confirm the value of the voucher you will receive. The voucher will be worth £25 to £300, depending on your business's estimated annual energy consumption (EAC), as set out in section 6. Within 30 days of your energy contract going live, we will email qualifying customers their Simply Thank You E-Voucher code to the contact details we hold on file for your business. These terms work alongside our Standard Terms and Conditions available here.

How This Offer Works

These rules take priority over any other information about this offer, including adverts or promotional materials. The instructions on how to claim are part of these rules. By taking part, you agree to follow these rules. Please keep a copy for your records.

We are Love Business Group Limited ("LOVE"). Our registered office is at Unit 2, Springfield Court, Bolton, BL3 2NT (Company number: 06322305). We help businesses find energy suppliers. When you agree to your business energy contract, that contract is directly with the relevant energy supplier, not with us. We provide qualifying customers with a Simply Thank You E-Voucher ("Reward") worth £25 to £300, depending on their business's estimated annual energy consumption (EAC), when they agree to a business energy contract (whether a new contract or a renewal) via our website during the Offer Period and that contract goes live. LOVE may, at its discretion, also honour this promotion for business energy contracts agreed via LOVE's call centre during the Offer Period.

1. When This Offer Runs
    a. **Offer Period:** You must agree to your energy contract between 19 November 2026 and 30 November 2026 inclusive. The offer ends at 23:59 GMT on 30 November 2026.
    b. **Getting Your Voucher:** If you qualify for this offer, once your business energy contract goes live, we will email you the voucher within 30 days to the contact details we hold on file for your business.

2. **Who Can Get This Offer:** This offer is for UK businesses only and is available to both new customers and existing customers renewing their business energy supply contracts. To qualify, you must agree to a business energy contract via

our website during the Offer Period set out in section 1, and that contract must go live. LOVE reserves the discretionary right to honour this promotion if you agree to a business energy contract via LOVE's call centre during the same Offer Period – note, a call-centre contract does not automatically qualify for this offer. Where LOVE exercises this discretion, we will clearly inform you that you are eligible for the promotion, subject to your contract going live and the other requirements of these terms, and confirm the value of the voucher you will receive. You must also meet the other requirements of these terms. The value of the Reward will be determined by your business's estimated annual energy consumption, as set out in section 6. The person who agrees to the business energy contract must:

- have permission from their business to agree to the energy contract;
- be 18 years old or older; and
- live in the UK.

You cannot combine this offer with other promotions, and you can only get one voucher per customer.

This offer is not available to anyone professionally connected with this promotion. It is also not available to employees, immediate family members or agents of:

- us;
- our subsidiary companies; or
- our other group companies.

3. **Who Qualifies:** Your business must have agreed to a business energy contract (whether a new contract or a renewal) via our website during the Offer Period in section 1, or via LOVE's call centre during that Offer Period where LOVE has exercised its discretion to honour this promotion. That contract must go live, and you must meet all the requirements set out above in section 2.

4. We are not responsible for any claims that are delayed, incomplete or lost due to technical problems or other issues outside our control. We may disqualify claims made on someone else's behalf.

5. You can only make one claim per customer, even if you agree to multiple energy contracts during the Offer Period.

6. **Your Reward:** If you qualify, you will get one Simply Thank You E-Voucher worth £25 to £300, determined by your business's estimated annual energy consumption in kWh using the bands below. We will email it to you within 30 days of your energy contract going live.

Estimated Annual Consumption, kWh	**Voucher value**
0 – 5,000	£25

5,001 – 7,500	£30
7,501 – 12,500	£40
12,501 – 15,000	£50
15,001 – 20,000	£75
20,001 – 30,000	£100
30,001 – 50,000	£125
50,001 – 75,000	£150
75,001 – 150,000	£250
150,001+	£300

7. **How to Get Your Voucher:** We must first confirm that you qualify under section 2 and agreed to your business energy contract via our website during the Offer Period in section 1. If you agreed to your business energy contract via LOVE's call centre during the Offer Period, you will only qualify if LOVE exercises its discretion to honour this promotion and you meet the other requirements of these terms. Where LOVE exercises this discretion, we will inform you verbally or in writing by email that you are eligible for the promotion, subject to your contract going live and the other requirements of these terms, and confirm the value of the voucher you will receive. Once your qualifying business energy contract goes live, we will email you the Simply Thank You E-Voucher code within 30 days to the contact details we hold on file for your business.

8. We cannot be held responsible if you fail to respond to our communications or if you provide inaccurate information that affects your reward claim.

9. No cash or other alternative reward will be provided. However, if circumstances outside our control occur, we may substitute a similar reward of equal or greater value.

10. We have the right to verify all claims by asking for proof of purchase and ID (passport, driving licence or equivalent). We can refuse or withdraw your reward and stop you from participating further if we reasonably believe:

    a. you have broken these rules or our Standard Terms and Conditions;
    b. you have acted against the spirit of this offer;
    c. you have not followed the instructions for claiming this offer;
    d. you have gained an unfair advantage; or
    e. you have used fraudulent means to claim.

11. You must make your claim yourself. We will not accept claims made by representatives, trade groups, consumer groups, syndicates or other third parties (including bulk claims).

12. We will disqualify and not count claims made by automated systems (including macros or programmable systems) and anyone who does not fully meet these requirements.

13. We have the right to investigate and take action to protect against fraudulent or invalid claims. We can reject claims that we consider, at our sole discretion, to be fraudulent or invalid.

14. Any additional costs you may have when participating in this offer (such as internet costs and other services beyond what we provide for reward delivery) are not included and you must pay them separately.

15. Your claim will be invalid if you:

    a. do not qualify under the eligibility requirements set out in these rules;
    b. have failed to comply with these rules in any way, as determined by us at our sole discretion; or
    c. have not met the participation requirements.

16. As far as the law allows, we (and our associated companies) will not be responsible or liable to compensate you or accept liability for any personal loss, expense, or damage connected with this offer. This includes losses from accepting or using your reward. Nothing in these terms excludes or limits any liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation. We cannot guarantee the quality or availability of services when you use your reward and cannot be held liable for any resulting loss or damage. Your legal rights are not affected.

17. We have the right to cancel or change this offer at any stage (but will always try to minimise the effect on you to avoid disappointment). This may happen in the following circumstances:

    a. circumstances outside our reasonable control;
    b. fraud;
    c. abuse;
    d. an error that affects or could affect how this offer works properly; and/or
    e. an error that affects or could affect giving out rewards properly (only where we cannot avoid this).

18. If something happens that is beyond our reasonable control and prevents us from following these rules, we will not be liable for any failure to perform or delay in performing our obligations.

19. We have no control over internet or communication networks and are not liable for any problems with them (for example, traffic congestion, technical problems or other issues). We will not be held liable for any fraud by third parties or any event beyond our control, including (but not limited to) user error and any failures that may restrict, delay, or prevent you from participating in this offer due to:

    a. network;
    b. computer;
    c. hardware; or
    d. software problems of any kind.

20. We run and manage this offer. You can contact us by calling 01204 867 528.

21. Our decision is final on all matters relating to this offer and we will not enter into correspondence about it.

22. If any part of these rules is found to be illegal, invalid, or unenforceable, it will be removed from these rules. The remaining parts will continue to apply in full.

23. We (as Data Controller) take your privacy very seriously. We will record and store any personal data you provide as part of your energy contract (such as meter/supply details, your full name, date of birth, address, bank details and contact details) and will use any personal data necessary to fulfil our obligations under these offer rules. Click here for our Privacy Policy. You can request access to your personal data, or have any mistakes corrected, by emailing us using the details in our Privacy Policy. By participating in this offer, you agree to us using your personal data as described above.

1. These offer rules and any questions about their legal meaning will be governed by English law. Any disputes must be referred to the English courts.