

The Good Guys Promotional Offer

AGL – The Good Guys
Promotional Offer – Terms and Conditions



AGL The Good Guys Promotional Offer – Terms and Conditions

Start Date: 21/01/2026

End Date: Offer available for a limited time, until varied or removed by AGL (**Offer Period**). Any changes to this Offer will be updated in these Terms and Conditions and on AGL's The Good Guys product landing page.

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Eligibility

1. This AGL The Good Guys Offer is only available to The Good Guys customers (also referred to as "you" or "your") in Vic, NSW, Qld, SA and WA, with selected AGL Energy Plans, via the dedicated AGL The Good Guys product landing page or by calling AGL on 1300 769 182 and quoting The Good Guys Offer (**Eligible AGL Energy Plan**).
2. Offer only available to residential customers in areas where AGL operates.
3. Offer not available when connecting a home to the electricity or gas network for the first time (also referred to as a **New Connection**).
4. Customers will not be eligible to receive this Offer if they cancel their Eligible AGL Energy Plan (including to swap to another AGL Energy Plan) before the end of their first billing cycle or before payment of their first energy bill on the Plan.

"Payment of their first energy bill" means a customer actively making a payment on their electricity or gas bill, after their electricity or gas account is no longer in credit (e.g. after any sign-up credits or solar credits, if applicable, have been used up). This may be after the customer's first bill or subsequent bills depending on the customer's account credit status.

5. Offer not available in conjunction with any other AGL plan or promotional offer, unless otherwise stated.
6. Limit per customer of one gift card (**Gift Card**) per fuel (electricity or gas) per supply address in any 6 month period.

Offer

7. New AGL Customers:
 - in NSW, Qld, SA or Vic – will receive a Gift Card for switching their home gas or electricity to an Eligible AGL Energy Plan; or
 - in WA – will receive a Gift Card for switching their home gas to an Eligible AGL Energy Plan.

"New AGL Customers" means eligible customers who:

- switch to AGL energy from another energy retailer;
- are current customers of AGL energy but choose AGL for their energy when moving home to a new property; or
- are current customers of AGL energy but choose to sign-up to AGL energy at a second property / additional supply address.

8. The Gift Card value will be advised by AGL via the dedicated AGL The Good Guys product landing page.
9. Existing AGL customers are not eligible for a Gift Card.

“Existing AGL Customers” means customers who are current customers of AGL energy and are swapping to another AGL energy plan.

10. You agree to AGL sending you communications in relation to the Gift Card, including updates on the Gift Card and instructions on how to redeem the Gift Card. You agree that such communications will not contain an unsubscribe facility.
11. This Offer does not form part of, or change your AGL energy plan or applicable rates.
12. AGL may vary or remove this Offer at any time during the Offer Period.

The Good Guys Gift Card

13. The Gift Card is issued by Heritage and People’s Choice Limited trading as Heritage Bank ABN 11 087 651 125 (**‘Heritage’**). Blackhawk Network Australia Pty Ltd ACN 123 251 703 is Heritage’s program manager for the Gift Card.
14. The Gift Card will be issued electronically and can only be used on purchases in The Good Guys stores or on The Good Guys website (www.thegoodguys.com.au). It cannot be used for goods purchased through The Good Guys eBay store, The Good Guys Commercial stores, including The Good Guys Commercial websites or towards the payment of credit or in-store customer accounts.
15. The Gift Card entitles the holder to goods or services equal to the value stated on the Gift Card, which is GST inclusive. The Gift Card can be partially redeemed and any unused balance will remain on the Gift Card.
16. If the card holder's order exceeds the amount on the Gift Card, the card holder will be required to pay for the difference in price between the value of the Gift Card and the retail price of the goods or services.
17. The Gift Card cannot be substituted for a physical gift card, exchanged or redeemed for cash. Gift Cards cannot be refunded or returned, unless otherwise required by law. However, the Gift Card can be used to purchase another third-party gift card e.g. Xbox Gift Cards, Sony PlayStation Gift Cards, but not another The Good Guys branded gift card.
18. Use of the Gift Card is subject to the following Terms and Conditions: www.thegoodguys.com.au/gift-cards.
19. The Good Guys is not liable for any lost/stolen Gift Cards. Please contact The Good Guys immediately if your Gift Card has been lost/stolen. Lost/stolen Gift Cards may be replaced at The Good Guys’ discretion if satisfactory proof of purchase is provided, and the Gift Card has not been redeemed.
20. Any ancillary costs associated with redeeming the Gift Card are not included. For the avoidance of doubt, there are no post-supply fees prohibited by the Australian Consumer Law associated with redeeming the Gift Card.
21. The Gift Card has no expiry.
22. If you cannot receive your Gift Card via email, you will be sent a physical The Good Guys Gift Card. AGL will disclose your name and postal address to Blackhawk for the purpose of issuing any physical The Good Guys Gift Card via post. The other relevant clauses of these Terms and Conditions apply to the physical The Good Guys Gift Card as if the physical The Good Guys Gift Card was a Prepaid Digital Gift Card.

General

23. As this is a time-limited offer, AGL reserves the right to change the Terms and Conditions of this Offer, or withdraw the Offer at any time, but we’ll let you know by posting revised Terms and Conditions on AGL’s website.
24. AGL or The Good Guys may cancel or refuse to redeem any Gift Card issued if it reasonably suspects that it has been obtained or used fraudulently or illegally.
25. The Good Guys receive a fee from AGL if you sign up to an AGL energy plan as part of this referral.
26. AGL is not responsible for, and does not supply, any goods purchased at The Good Guys.

27. The energy plan offers are solely supplied by AGL and you're required to contact AGL directly for more information about energy plans. The Good Guys are not authorised to negotiate or sell energy plans on behalf of AGL.
28. You are responsible for signing up to an energy plan for your property. If you choose to sign up to this Offer, The Good Guys cannot sign up or agree to an AGL energy plan on your behalf.
29. By participating in this Offer, you understand and consent to AGL collecting and using your personal information, and disclosing your personal information to our related entities, agencies, promotion partners (including The Good Guys and our Gift Card issuer) and other third parties where engaged in connection with this Offer, for the purpose of providing you with this Offer and in accordance with our privacy policy available at agl.com.au/privacy-policy.
30. You agree to provide your consent until such a time as it is withdrawn by giving notice to us. You can also access, update or correct any personal information held by AGL by contacting us using the details listed in our privacy policy.