

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: 22/04/2026

End Date: Offer available unless 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 available via the dedicated AGL The Good Guys product landing page or by calling AGL and quoting “The Good Guys Offer” (**Eligible AGL Energy Plans**).
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. Offer not available to Existing AGL Customers. “**Existing AGL Customers**” means customers who are current customers of AGL energy and are swapping to another AGL energy plan for their electricity and/or gas.
5. Offer not available in conjunction with any other AGL plan or promotional offer, unless otherwise stated.

Offer

6. This Offer does not form part of, or change, your AGL energy plan or applicable rates.
7. AGL may vary or remove any component of this Offer at any time during the Offer Period.
8. “**New AGL Customers**” means eligible customers who:
 - switch to AGL for electricity and/or gas from another energy retailer; or
 - are current customers of AGL energy but choose to sign-up to AGL energy at a second property/ additional supply address for their electricity and/or gas.
9. “**Moving AGL Customers**” means eligible customers who:
 - are current customers of AGL energy but choose AGL for their electricity and/or gas when moving home to a new property/supply address.

e-Gift Card

10. New or Moving AGL Customers:
 - in NSW, QLD, SA or VIC – will receive a e-Gift Card for switching their home electricity or gas to an Eligible AGL Energy Plan; or
 - in WA – will receive a e-Gift Card for switching their home gas to an Eligible AGL Energy Plan.
11. The e-Gift Card value will be advised by AGL via the dedicated AGL The Good Guys product landing page, and may change from time to time.

12. Customers will be eligible to receive this e-Gift Card after they meet the above eligibility requirements and make a 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 not in credit (e.g. after any credits such as sign-up credits or solar credits, if applicable, have been used up). This may be after the customer’s first bill or a subsequent bill, depending on the customer’s account credit status.
13. The e-Gift Card is provided 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 e-Gift Card will be issued by AGL via email within 14 business days of payment. You agree to AGL sending you communications in relation to the e-Gift Card, including updates on the e-Gift Card and instructions on how to redeem the e-Gift Card. You agree that such communications will not contain an unsubscribe facility.
16. Use of the e-Gift Cards is subject to the gift card terms and conditions provided with the e-Gift Card and any terms and conditions of the issuing supplier.
17. Use of the e-Gift Cards is subject to Terms and Conditions at www.thegoodguys.com.au/gift-cards
18. Limit per customer of one The Good Guys e-Gift Card (**e-Gift Card**) per eligible fuel (electricity or gas) per supply address in any 6-month period.
19. If you cannot receive your e-Gift Card via email, you will be sent a physical The Good Guys Gift Card. AGL will disclose each 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 (apart from clause 13) apply to the physical The Good Guys Gift Card as if the physical Good Guys Gift Card was an e-Gift Card.

In-store offer

20. New or Moving AGL Customers will receive an amount off the total purchase price when they spend the applicable minimum purchase amount advised by AGL in-store in a single transaction at a The Good Guys store (**In-store Offer**). The applicable minimum purchase amount may vary between promotional periods.
21. When a New or Moving AGL Customer signs up to an Eligible AGL Energy Plan, AGL will provide a unique reference number.
22. To redeem the In-store Offer, New or Moving AGL Customers must present their unique reference number at a The Good Guys store to redeem the In-store Offer on the same calendar day that they receive the unique reference number.
23. The In-store Offer value will be advised by AGL via the dedicated AGL The Good Guys product landing page, and may be varied from time to time.
24. Excludes products marked as special order, sold out, unavailable, coming soon and all brands where The Good Guys acts as Agent & products are marked as shipped by “supplier” online, Home Broadband Plans, Mobile & Data Plans, digital vouchers, gaming credits and streaming services, Gift Cards offered by The Good Guys, Services, Gold Service Extras, Installation & Delivery..
25. The In-store Offer cannot be used in conjunction with any other The Good Guys offer.
26. Limited to one In-Store Offer per customer per supply address in a 6-month period.

General

27. 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.
28. AGL or The Good Guys may cancel or refuse to redeem any e-Gift Card issued or refuse to provide an In-store Offer if it reasonably suspects that it has been obtained or used fraudulently or illegally.
29. The Good Guys receives a fee from AGL if you sign up to an AGL energy plan as part of this referral.
30. AGL is not responsible for, and does not supply, any goods purchased at The Good Guys.

31. 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.
32. 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.
33. 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 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
34. 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.