

# Amazon Prime Promotional Offer

AGL Amazon Prime and Carbon Neutral  
Promotional Offer – Terms and Conditions





# AGL Amazon Prime and Carbon Neutral Promotional Offer – Terms and Conditions

**Start Date:** 28/10/2021

**End Date:** 07/03/2022 11:59PM AEST, unless extended, varied or removed by AGL prior to this date.

## AGL Amazon Prime Promotional Offer – Terms and Conditions

### Eligibility

1. The AGL Amazon Prime Offer is available to residential customers (also referred to as “you” or “your”) who switch their home energy or internet to AGL (also referred to as “us”, “our” or “we”) from another retailer, who choose AGL for their energy or internet for a new home they are moving into, or who choose AGL for a new **nbn**<sup>TM</sup> connection at their home (“**Eligible Customers**”).
2. Offer not available with other AGL products or services (including, but not limited to, AGL mobile plans, business energy plans, solar PV or battery products) or to customers who change AGL plans without taking up a new service.
3. Offer only available in areas where AGL operates.
4. Offer not available to customers who exercise their cooling off rights or who otherwise cancel their AGL service before AGL becomes the responsible retailer at the supply address.
5. Offer not available in conjunction with selected AGL plans and promotional offers, including the following: The Good Guys, Westpac and Rent.com.au promotional offers, Melbourne Victory, Port Adelaide, West Coast Eagles and St Kilda plans and AGL employee offers.
6. Offer not available when connecting a home to the electricity or gas network for the first time (also referred to as a New Connection).
7. Offer available from 28 October 2021 to 7 March 2022, unless extended, varied or removed by AGL prior to this date (“**Offer Period**”).

### Offer

8. Eligible Customers will receive a 12 month Amazon Prime membership at no cost to you (“**Offer**” or “**Amazon Prime Offer**”).
9. If you are an existing AGL Prime Member, by activating the Offer, you will receive 12 months of your Amazon Prime membership at no cost to you following the date of activation.
10. Limit of one Amazon Prime Offer per supply address in any 12 month period. Eligible Customers will not receive multiple Offers if they switch more than one service to AGL for the same supply address.
11. After the 12 month promotional period, standard Amazon membership charges will automatically apply until you cancel your Amazon Prime membership with Amazon.
12. Amazon Prime monthly membership is currently \$6.99 per month. This rate is subject to change. Amazon will directly bill the payment method you have on file with Amazon for the monthly subscription fee starting on the 13<sup>th</sup> month and every succeeding month thereafter unless and until you cancel your subscription to the Amazon Prime service. You can cancel your Amazon Prime membership at any time via [amazon.com.au](https://amazon.com.au).
13. AGL may vary or remove the Amazon Prime Offer at any time during the Offer Period.
14. Once AGL becomes the responsible retailer at the supply address, you will receive an Offer activation code via email, SMS or letter to activate your Amazon Prime membership. The Amazon Prime



membership must be activated before 31 December 2022. If you fail to activate your membership before this date, the Offer will be forfeited.

15. The Amazon Prime Membership must be activated in the Eligible Customer's name and must not be shared for use by a third party.
16. This offer does not form part of or change your AGL energy plan or applicable rates.

## Amazon Prime Membership

17. You must have or open an Amazon account to use and sign-up for your Amazon subscription, and that Amazon account and subscription are governed by agreements with Amazon, including [Amazon's Conditions of Use](#), the [Amazon.com Privacy Notice](#), [Amazon Video Terms of Use](#), [Amazon Music Terms of Use](#), [Amazon Photos Terms of Use](#), [Kindle Store Terms of Use](#) and others ("Amazon Terms").
18. Amazon may revoke your Amazon subscription, at its sole discretion without notice to you, if Amazon suspects any fraudulent activity, misuse of your subscription or violation of these terms or Amazon Terms or any applicable law by you. No refund will be given in case of revocation.
19. AGL does not provide and is not responsible for the Amazon Prime service. Customer inquiries relating to any Amazon Prime service should be directed to Amazon. Amazon provides a help and support page available at <https://www.amazon.com.au/gp/help/customer/display.html>

## General

20. AGL reserves the right to change these Terms and Conditions at any time without notice. If applicable, we'll let you know if we do this by posting revised Terms and Conditions on our website.
21. Amazon.com, Inc. and its affiliates are not sponsors of this promotion. Amazon, Amazon Prime and all related logos are trademarks of Amazon.com, Inc. or its affiliates.
22. These Terms and Conditions cover eligibility, activation, billing, cancellation and other elements regarding the Amazon Prime subscriptions obtained through AGL. AGL is a promotional and billing partner of Amazon. Amazon owns, operates and provides the Amazon Prime services that are in your subscription.

## AGL Carbon Neutral Promotional Offer (Energy only)

### Eligibility

1. The AGL Carbon Neutral Promotional Offer is available to residential customers (also referred to as "you" or "your") who switch their home energy to AGL (also referred to as "us", "our" or "we) from another retailer, or who choose AGL for their energy for a new home they are moving into ("**Eligible Customers**").
2. Offer not available with an existing AGL energy service.
3. Offer not available to customers who exercise their cooling off rights or who otherwise cancel their AGL service before AGL becomes the responsible retailer at the supply address.
4. Offer not available in conjunction with the following AGL promotional offers: The Good Guys, Westpac, Rent.com.au, Melbourne Victory, Port Adelaide, West Coast Eagles and St Kilda plans and AGL employee offers.
5. Offer not available when connecting a home to the energy network for the first time (also referred to as a New Connection).
6. Offer available from 28 October 2021 to 7 March 2022, unless extended, varied or removed by AGL prior to this date ("**Offer Period**").



## Offer

7. Eligible Customers can add Carbon Neutral, certified by Climate Active, to their eligible electricity and/or gas service at no extra cost for the first 12 months (“Offer” or “Carbon Neutral Offer”).
8. The Offer will be applied as a once off credit of \$52.15 (GST incl.) on your first electricity bill or \$26.08 (GST incl.) on your first gas bill, as applicable.
9. You will be charged the applicable Carbon Neutral rates until you cancel your AGL service or opt out of Carbon Neutral by contacting AGL.
10. Carbon Neutral is currently \$1 per week for electricity and \$0.50 per week for gas. These rates are subject to change.
11. You can opt out of Carbon Neutral at any time by contacting AGL.
12. By accepting this offer, you agree to the Carbon Neutral Terms and Conditions.
13. AGL may vary or remove the Carbon Neutral Offer at any time during the Offer Period.
14. This offer does not form part of or change your AGL energy plan or applicable rates.