

The Good Guys Promotional Offer

AGL – The Good Guys
Promotional Offer – Terms and Conditions



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Start Date: 12 May 2025

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 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 before the end of their first billing cycle or before paying their first energy bill on the Plan.

“**Payment of their first energy bill**” means a customer actively making a payment on their electricity bill, after their electricity 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. There is a limit of one The Good Guys AGL Digital Pays-enabled Prepaid Gift Card (**The Good Guys Digital Gift Card**) per fuel per account, with a maximum of two The Good Guys Digital Gift Cards per fuel per customer in any 6 month period.

Offer

7. New AGL Customers:
 - in NSW, Qld, SA or Vic – will receive a \$100 The Good Guys Digital Gift Card for switching their home gas or electricity to an Eligible AGL Energy Plan (or a \$200 The Good Guys Digital Gift Card if switching both gas and electricity)
 - in WA – will receive a \$100 The Good Guys Digital 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. 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.

9. This Offer does not form part of, or change your AGL energy plan or applicable rates.
10. AGL may vary or remove this Offer at any time during the Offer Period.

The Good Guys Digital Gift Card

11. The Good Guys Digital Gift Card (“Gift Card”) is issued by EML Payment Solutions Limited ABN 30 131 436 532 AFSL 404131 (“EML”) and distributed by Vault Payment Solutions Group Pty Ltd, ABN 66 632 373 105 (“Vault”). Your use of this Gift Card is subject to the following terms and conditions: www.vaultps.com.au/terms-conditions.
12. The Good Guys Digital Gift Card can only be used on purchases in The Good Guys stores or on The Good Guys website.
13. The Gift Card will be issued at the end of your first full billing cycle and once you pay your first energy bill on your Eligible AGL Energy Plan, after any credits on your account have been used up.
14. To redeem your The Good Guys Digital Gift Card, you will first be sent an activation email with instructions. You will need to follow the prompts in the email to confirm your preferred mobile number online. Next, you’ll receive an SMS with a link. Before using the Gift Card, you must first activate it through the link sent via SMS and follow the instructions which will require you to download the Vault app and accept the terms and conditions. The Gift Card must be activated prior to use and expiry.
15. Any ancillary costs associated with redeeming the Good Guys Digital 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.
16. Once activated, you will be able to add The Good Guys Digital Gift Card to your digital wallet on your smartphone device.
17. The Good Guys Digital Gift Card will be valid for 36 months from the date of issue. At the expiry of the Gift Card, any unused balance will be forfeited. You will not receive notice prior to expiry.
18. The Gift Card expiry and balance can be found on your mobile device in the Vault App.
19. The Gift Card cannot be redeemed for cash, used as a credit card or linked to any deposit account.

General

20. 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.
21. AGL reserves the right to cancel any Gift Cards issued if it reasonably suspects that they have been obtained or used fraudulently or illegally, or in breach of the Terms and Conditions of this Offer.
22. The Good Guys receive a fee from AGL if you sign up to an AGL energy plan as part of this referral.
23. AGL is not responsible for, and does not supply, any goods purchased at The Good Guys.
24. 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.
25. 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.
26. 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.