

FRIENDS EXTRA OFFER TERMS & CONDITIONS.



EXISTING CUSTOMERS

Effective date 19 June 2023

It's wonderful that you're eligible for this great offer from Mercury. Here's everything you need to know about the offer. Lots of words, we know, but it's all the important stuff so grab a cup of tea and have a read!

1 THE OFFER

- 1.1 Receive a 5% discount off your electricity, piped gas unit charges or LPG bottle delivery.

2 ELIGIBILITY

- 2.1 This offer is provided by Mercury NZ Limited and is only available to existing residential customers who have a month or less remaining on their current Friends Extra fixed term agreement and who meet Mercury's pricing and payment criteria.
- 2.2 The offer is not transferable or redeemable for cash.

3 CHANGES

- 3.1 This offer may be subject to change or expiry without prior notice.

4 APPLICATION

- 4.1 These offer terms and conditions (the "Offer Terms") are in addition to Mercury's General Residential Terms, Electricity and Piped Gas Terms, LPG Terms, and Privacy Policy, which also apply. To the extent of any inconsistency, these Offer Terms will take precedence and apply. Please see our website mercury.co.nz for full details.
- 4.2 These terms replace any and all terms and conditions relating to the Friends Extra offering.

5 TERM

- 5.1 There is no fixed term for electricity, broadband, gas, landline phone or mobile phone services.

6 TERM COMMENCEMENT

- 6.1 Your existing Friends Extra membership terms and conditions will come to an end and will be replaced by these Terms and Conditions, effective from the date of the letter/email communication you received from Mercury regarding this ongoing Friends Extra discount.

7 HOW IT WORKS

- 7.1 Mercury will apply a 5% discount on the unit charges of your energy services for your eligible properties as listed on the letter/email communication you received from Mercury. The Friends Extra discount applies to your electricity and/or piped gas unit charges, and/or LPG bottle delivery, but not to other charges including fixed charges and market fees.
- 7.2 The Friends Extra discount is calculated after any other discounts that may apply.
- 7.3 The Friends Extra discount will also apply to any additional electricity, piped gas or LPG services you add to your Mercury account until your Friends Extra discount ends.
- 7.4 The Friends Extra discount will be applied from the date of this agreement until either:
- (a) you terminate all of the energy services on which you are receiving the Friends Extra discount; or
 - (b) we advise you of changes in accordance with Mercury's General Residential Terms.

8 CHANGES TO PRICING

- 8.1 Your electricity and (if applicable), piped gas or LPG rates may be subject to change at any time during the Term. You will be given notice of any changes in accordance with Mercury's General Residential Terms.
- 8.2 If you have electricity and either piped gas or LPG with Mercury, you'll receive a 15 cent per day Dual Fuel Discount. The Dual Fuel Discount will be applied as a credit to your bill each month. If you no longer have both electricity and either piped gas or LPG with Mercury, you will not receive the Dual Fuel Discount.
- 8.3 If during the Term you move to a different property, your energy pricing and any Dual Fuel Discount may be different at your new property.

9 EARLY TERMINATION FEES

- 9.1 There is no Early Termination Fee if you switch electricity, piped gas or LPG providers or cancel any of these services.
- 9.2 If you have an existing energy agreement that is being cancelled before the end date, you will also need to pay any Early Termination Fees payable under that agreement.