

## Hive Heating Plus 'Winter Chills, Lower your Bills' campaign (the "Campaign") - Terms and Conditions

1. The 'Winter Chills, Lower your Bills' Campaign is made by Centrica Hive Limited t/a Hive (Registration No. 5782908) of Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD (the "Promoter").
2. As part of the Campaign, eligible customers will receive an offer within the Hive App (the "App") of complimentary access to the Hive Heating Plus service for at least 30 days. To participate, customers must successfully complete the in-App setup process when prompted within the App (becoming a "Participant"). Invitations to set up will be sent out between 8 January 2024 and 6 February 2024. While complimentary access may extend up to 45 days, the minimum duration will be 30 days (the "Promotional Period").
3. The Campaign is accessible exclusively to all Hive customers who:
  - (i) had a Hive Thermostat installed in their home before 1<sup>st</sup> December 2023; and
  - (ii) are not already subscribed to the Hive Heating Plus service (and have not held this subscription in the previous 6 months).
4. No charges will be applied to Participants for the use of Hive Heating Plus during the Promotional Period. However, should a Participant choose to add the Hive Heating Plus service to their Hive subscription package at any point during the Promotional Period, charges will then apply from the end of the Promotional Period.
5. Access to the Hive Heating Plus service will end immediately following the end of the Promotional Period unless and/or until such time that the customer converts to a full subscription.
6. Please note that Participants will not be eligible for the extended warranty benefit associated with paid-for access to the Hive Heating Plus service. However, should Participants choose to convert to a full subscription of Hive Heating Plus they will then gain access to this extended warranty benefit.

## Hive Heating Plus Money-Back Guarantee - Terms and Conditions

1. This 'satisfaction or your money back' guarantee (the "Guarantee") is made by Centrica Hive Limited t/a Hive (Registration No. 5782908) of Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD (the "Promoter").
2. The Guarantee is available only to those first-time subscribers to Hive Heating Plus who:
  - (i) purchase a monthly or annual subscription to Hive Heating Plus between 00:01 on 1 April 2021 and midnight on 30 April 2021; and
  - (ii) are offered the Guarantee by the Promoter when subscribing.
3. The Guarantee lasts for a period of 30 days from the date of subscription (the "Guarantee Period").

4. The Guarantee is available only when a Hive Heating Plus subscription is purchased as a standalone product and not when purchased in conjunction with any other Hive product or subscription.
5. You may cancel your Hive Heating Plus subscription and claim your money back at any time during the Guarantee Period if you are not satisfied with Hive Heating Plus. As a minimum requirement, you must have at least attempted to complete your setup of Hive Heating Plus in order to benefit from the Guarantee.
6. To cancel your subscription and claim your money back you must contact the Promoter using the contact details provided. In order to process your claim, the Promoter will require certain details including your full name, your Hive username (being the email address you use to log into the Hive app), how long you have been using your Hive Heating Plus subscription (you must have at least attempted to complete your setup of Hive Heating Plus as a minimum), whether you are a British Gas Energy or Evolve customer, whether you have a smart meter and the reason for your dissatisfaction.
7. If you have a monthly Hive Heating Plus subscription, upon cancellation you will be refunded your first month's subscription payment. If you have an annual subscription, upon cancellation you will be refunded the cost of your annual subscription.
8. Money back will be paid directly to the card you used to pay for your subscription. Refunds will be processed by the Promoter within a period of 5 working days from the date of cancellation.
9. Upon cancellation of your Hive Heating Plus subscription you will no longer receive the features and benefits of Hive Heating Plus, but your other Hive products and services will remain unaffected.
10. You may only make a maximum of 1 claim.
11. This offer cannot be used in conjunction with any other promotion run by the Promoter in respect of Hive Heating Plus - for example, you will not be able to benefit from this offer if you have redeemed the '1 month free' Hive Heating Plus offer.

12. This offer applies to purchases made in the UK only.
13. The personal information you provide us in connection with this promotion will be processed in accordance with our Privacy Policy ([www.hivehome.com/privacy](http://www.hivehome.com/privacy)).
14. We shall not be liable for any delay or failure to perform due to any event beyond our control.
15. This promotion does not affect your statutory rights.
16. These terms and conditions will be interpreted in accordance with the laws of England and shall be subject to the exclusive jurisdiction of the English courts.