Hive Consumer Terms & Conditions

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1. Introduction

These Terms apply to your purchase and use of Hive products and any Hive subscription services. Please read them carefully as they set out the basis on which we provide products and services to you. For information on how we use your personal data, please refer to our Privacy Notice at www.hivehome.com/privacy (which does not form part of this contract).

We may revise these Terms periodically to reflect updates to our products, services, technology, legal or regulatory requirements, or our business needs. Where a change is likely to have a material impact on you, we will try to give you reasonable prior notice. Non-material changes (for example, administrative updates or clarifications) may be made without notice and will take effect when the revised Terms and Conditions are published on our website or in the Hive app. If you continue to use our products or services after the effective date of the updated Terms, you will be deemed to have accepted the changes.

2. About us and how to contact us

2.1 Getting in touch with us

We, us or our means Centrica Hive Limited (trading as Hive), registered in England and Wales. Our products and services are intended for use in homes in the UK and Ireland.

When contacting us: we won't tolerate discrimination, violence, aggression or abuse towards our staff or agents. If that happens, we may ask you to contact us in different ways, take legal action and, if appropriate, report it to the police.

If you need to get in touch with us, you can contact us in the following ways:

To contact customer support: visit www.hivehome.com/support

To contact our Data Protection Officer: either by post - The Data Protection Officer, Centrica Plc, Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD; or via email - privacy@centrica.com

2.2 Complaints and ADR

If you have a complaint, please visit www.hivehome.com/support to contact us.

We take complaints seriously and aim to resolve issues promptly. If you are not satisfied with our final response, you may refer your complaint to our alternative dispute resolution (ADR) provider, CDRL, under the Utilities ADR scheme:

By Post - Consumer Dispute Resolution Limited, 12-14 Walker Avenue, Stratford Office Village, Wolverton Mill, Milton Keynes, MK12 5TW

Online - www.cdrl.org.uk/utilities-adr

Referring a complaint to ADR does not affect your statutory rights.

3. Products

3.1 General requirements

Using Hive products requires: (a) a compatible Hive Hub (unless expressly stated otherwise for a product), (b) a domestic broadband connection with sufficient bandwidth, Wi-Fi and a spare Ethernet port, and (c) an extra power socket close to the broadband router.

If you want to monitor and/ or control your Hive products via the Hive app, you'll also need: d) a compatible Android or iOS device using the latest version of the Hive app.

3.2 Product guarantee

Unless stated otherwise in the Products, Installation & Services Schedule, Hive products are guaranteed for one year from the date of purchase. Within this period, if a product develops a fault, we will repair or replace it free of charge. This guarantee applies only to materials we provide and repairs we carry out and does not cover unrelated faults in your heating system, appliances, or faults caused by incorrect installation.

3.3 Installation

Except where you purchase professional installation through the Hive or British Gas websites (as set out in the Products, Installation & Services Schedule), Hive does not provide installation services.

If you choose to install products yourself, or if you are referred to a third-party installation provider and complete your installation booking directly with that provider, you are responsible for that installation and we do not guarantee the workmanship of that third-party installer. Any installation you arrange independently will be governed by the terms you agree with that installer.

3.4 Consumer rights

Your statutory rights under the Consumer Rights Act 2015 apply in addition to any commercial guarantee. Goods must be as described, fit for purpose and of satisfactory quality. Statutory remedies include: up to 30 days for a refund if faulty; and up to 6 months for repair or replacement (or refund if repair/replacement is impossible). If you want independent advice about your rights, you can speak to Citizens Advice (www.citizensadvice.org.uk).

3.5 Withdrawal of products

We may discontinue or withdraw a product where it reaches end-of-life, becomes unsupported, or can no longer be offered for technical, operational or commercial reasons. Where this happens, we will try to give you prior written notice. If a withdrawal affects a product you already own, this will not affect your statutory rights, and we will continue to honour any applicable guarantee or warranty that still applies.

4. Services

4.1 What the Services are

We may offer subscription services (the "Services") as set out in the Products, Installation and Services Schedule. The features and benefits for each Service are described on our website or in the Hive app.

4.2 Starting and length of the Service

Your Service agreement starts when we confirm your subscription and continues on a rolling monthly or annual basis (depending on the payment option you select) until you cancel or we end your subscription under these Terms.

4.3 Service requirements

To use a Service, you must maintain a Hive account, use compatible products and the latest version of the Hive app, and keep your payment and contact details up to date.

4.4 Changes, updates and withdrawal

We may update or improve a Service from time to time. We may also withdraw a Service and will try to provide prior written notice where reasonably possible. If we permanently withdraw a Service, we will refund any sums you have paid in advance for periods after the Service ends.

5. Orders and Payments

5.1 How we will accept your order

Our acceptance of your order will take place when we send an email to the email address you give us to accept your order, at which point a contract will come into existence between you and us. If we're unable to accept your order, we'll contact you to let you know why. This might be because the product is out of stock, because we have identified an error in the price or description of the product or because we're unable to meet a delivery deadline you have specified.

5.2 Payment for products

You must pay for products at the time of purchase unless a payment plan is offered. After you place your order, we will send you an email confirming your purchase, the payment amount and your monthly payment date, where applicable. Please check the details and contact us within 10 working days if anything is incorrect.

5.3 Subscriptions and payment plans

We will take payment from your chosen debit or credit card on the same date each month (or year), using your Hive order number as the reference. If your payment date falls on the 29th, 30th or 31st, payment will be taken on the last day of shorter months.

If your credit or debit card details or payment arrangements change, you must tell us at least 10 working days before your next payment date. Monthly payments will be taken even if you have not yet received or installed your products. If you already pay monthly for another Hive product or service, payments for additional purchases will be taken separately and will not be merged.

5.4 If you don't make a payment

If a payment fails, we will contact you and make further attempts to collect it. If we do not receive payment within 21 days of the due date for any Service, we may suspend or cancel your agreement. For product payment plans, if we do not receive payment within 28 days, we may suspend or cancel your agreement. We may also instruct a debt-collection agency or take further steps to recover any

outstanding amounts. Missing payments may negatively affect your credit rating. If you have questions about your payments, please visit www.hivehome.com/support.

6. Support

6.1 Support availability

We provide different levels of customer support depending on the products and services you use:

a) Live support is available to:

- customers with an active Hive+ subscription;
- customers with products that are within their warranty period;
- customers using ecotech products that work with the Hive ecosystem (EV Charging, Solar & Battery and Air Source Heat Pumps); or
- customers who have made a recent purchase that has not yet been fulfilled.

b) AI-assisted and self-serve support is available to all Hive customers.

6.2 Changes to support

These support options may change from time to time and the most up-to-date information will be published on our website.

6.3 Notifications and communications

We may provide notifications, alerts or messages through the Hive app, by email, push notification, or other channels from time to time. These are provided for convenience and information only.

We do not guarantee the availability, timeliness or delivery of any notification or communication, and you should not rely on them as a substitute for monitoring your home, equipment or energy usage directly. The notification channels available to you, and the types of notifications we provide, may change, be limited or be withdrawn over time for technical, operational or commercial reasons.

7. Cancellation

7.1 If you bought products from us directly

If you bought your product directly from the Hive website, you can cancel your product purchase within 14 days after the day you receive the products (cooling-off period). We may charge reasonable costs for any work carried out before you cancelled. To cancel, visit www.hivehome.com/support . If you bought your product from another website or retailer, please contact them directly.

7.2 Cancelling your Services

To cancel a Service, such as your Hive+ subscription or trial, visit www.hivehome.com/support. If you cancel at least 5 calendar days before your next billing date—whether you pay monthly or annually—you will not be charged for the next billing period. Your subscription will then end at the end of your current monthly or annual billing period. If you do not cancel, your Service will automatically renew for the next billing period on the same terms.

If you are using a trial Service, you must cancel before the end of the trial period. If you do not cancel before the trial ends, the Service will automatically renew and the applicable subscription charges will apply. To cancel a trial, visit www.hivehome.com/support.

7.3 When we may cancel

We may cancel your Service agreement if you do not make payments when due (after attempts to contact and collect). If you miss a payment, we'll contact you to advise you of this and how you can make the missed payment. If your account remains unpaid after the applicable period set out in section 5.4, we may suspend or cancel your agreement. If cancellation occurs within the first 12 months of any minimum term membership, any outstanding charges may become payable on demand. If we cancel your agreement (for example, due to missed payments), the charges outlined in the cancellation summary table below will also apply.

7.4 Cancellation summary:

Please see the table below for details about what happens upon cancellation:

When You Cancel	What You Need to Pay	What You Need to Do	Will Your Products Continue to Work?
Within 14 days of receiving your products	No charge; possible reasonable costs for work already done before cancellation	Tell us within 14 days; return all products	No but products must be returned or charges may apply
After 14 days but within 12 months	Outstanding subscription or payment plan balance	Let us know you want to cancel	Service ends at the end of the billing period; features lost. If you miss a payment, suspension or cancellation will follow the timelines set out in section 5.4.
After 12 months	No charge	Let us know you want to cancel	Service ends at the end of billing period; features lost

8. Our responsibility for loss or damage

8.1 What we are responsible for

We are responsible for foreseeable loss or damage you suffer caused by our failure to comply with these Terms or to use reasonable care and skill. Loss or damage is foreseeable if it was an obvious consequence or contemplated by both parties at the time of contract.

8.2 What we do not exclude or limit

We do not exclude or limit liability where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, breach of your statutory rights relating to the products, and liability for defective products under the Consumer Protection Act 1987.

8.3 Damage caused by digital content

If Hive-supplied digital content (such as the Hive app) damages your device because Hive failed to use reasonable care and skill, Hive will repair the damage or compensate you. Hive is not liable for damage you could have avoided by installing updates when advised, or for issues caused by failing to follow installation instructions or minimum system requirements.

8.4 What we are not responsible for

The following points summarise important limitations on Hive's responsibility in relation to your products and services. These sit alongside, and do not replace, your statutory rights.

a) pre-existing faults

Hive is not responsible for any faults or design issues that existed before your Hive products were installed, were caused by circumstances unrelated to the Hive product or service, or could not reasonably have been identified in advance.

b) unrelated supporting equipment

Hive is not responsible for matters outside the Hive products themselves, including:

- replacing batteries in your Hive products;
- your home broadband service or any issues with it; or
- providing a compatible smartphone or other device needed to use Hive services.

c) general exclusions

Hive is not responsible for costs, loss, or damage arising from a wide range of circumstances including (but not limited to):

- not following user guides or installation instructions;
- using products outside the UK or Ireland;

- problems with your smartphone, computer, internet browser or connection;
- installing Hive Multizone in more than six zones;
- failing to obtain permission to install the products;
- accidental damage, misuse, loss of internet/data connectivity, or unauthorised access to your system;
- hacking, tampering, or reverse-engineering;
- failure of notifications to send or be received;
- issues caused by factors outside Hive's reasonable control.

These limitations do not affect your statutory rights under consumer law.

8.5 Domestic use only

We supply products for domestic and private use. If you use products for commercial, business or resale purposes, we will have no liability to you for any loss of profit, loss of business, business interruption or loss of business opportunity.

8.6 Routine maintenance

From time to time, Hive may need to carry out routine or emergency maintenance on the Hive website, app, or related services. During these periods, services may be temporarily unavailable. Hive will try to give advance notice whenever possible, but this may not always be feasible. While maintenance is underway, remote-control functions may be unavailable, although you will still be able to control your heating directly using your thermostat.

9. Moving home

a) moving from a home with Hive heating installed

Your Hive thermostat(s) and receiver(s) are part of your home heating system and must remain with the property. You may take your Hive hub to your new home. If you leave the Hive hub behind, we may detach it and it may be transferred to a new user.

b) moving to a home with Hive heating installed

If the previous occupier left a Hive hub, it can be detached for your use. If not, you can purchase your own hub and link it to the existing heating system.

c) transferring a Hive hub to another person

Reset the device per our instructions to remove personal data before transfer. Transferring a hub does not grant the new owner access to your Hive account or extend any warranty to the new owner.

10. Data protection – if you are the controller and we are the processor

Although our products are for domestic use, if you use a product or Service in a way that makes you a data controller under data protection law, you must comply with your controller obligations. Where we

act as your processor, we will: (a) process personal data in accordance with applicable data protection laws and only to provide the Service; (b) notify you without undue delay of a personal data breach; (c) provide information about sub-processors and respect applicable conditions; (d) keep personal data confidential and apply appropriate security; (e) on written request and at your cost, provide reasonable assistance with data subject requests, security assessments and audits; and (f) delete personal data when the Services end unless we must retain it by law.

11. General legal terms

Personal use only: Hive products are for personal and domestic use and must not be resold.

Product and service descriptions: Product and service descriptions on our website or in the Hive app are for information purposes only and do not form part of your agreement with us except where expressly stated in these Terms.

English language: All communications and documents will be in English.

Governing law: These Terms are governed by the law of the country where your property is located (England and Wales, Scotland or Northern Ireland).

Third-party rights: Nobody other than you can benefit from or enforce these Terms.

Transfer: We may transfer our rights and obligations under these Terms to another organisation. If you are unhappy with the transfer, you may end your contract.

Severance: If any provision is found void or unenforceable, the rest of the Terms continue to apply.

Delay in enforcement: If we delay taking action, we can still enforce our rights later.

Software updates: We may update product software and the Hive app to improve performance. Ensure your own equipment supports updates.

No reverse engineering: You must not reverse engineer, decompile, adapt or alter the object code for the Services or any Hive product unless permitted by law.

12.Products, Installation & Services Schedule

This schedule is provided for information purposes and explains the key features, requirements and specific terms that apply to each Hive product or service. While it forms part of your agreement with us, it may change from time to time as we update, remove or introduce products or services. For the most up-to-date latest information on what is currently available, please visit our Hive website www.hivehome.com .

12.1 Products

General information about product use

Unless stated otherwise in the product-specific terms below, Hive products and accessories are designed for domestic use and are intended to operate in typical home environments. Compatibility and performance may vary depending on factors such as your home wiring, broadband set-up, Wi-Fi performance, router placement and other environmental conditions. Product-specific guidance and compatibility information is available on our Hive website www.hivehome.com.

Hive Thermostats

Description

The Hive thermostat system is composed of: (i) a thermostat to control heating and, where applicable, hot water; (ii) a Hive Receiver (for wireless thermostats) that controls the boiler; and (iii) a Hive Hub to enable remote control via the Hive app.

Requirements

This product requires a working central heating system. It's compatible with gas or LPG systems and certain electric boilers.

Bundles

Available as: (a) thermostat + receiver; or (b) thermostat + receiver + Hive Hub (if you do not already have a Hub).

Installation (where purchased)

See Professional Installation terms below. If self-installed or installed by a third party, ensure compliance with all safety and compatibility requirements.

Hive Multizone

Description

For properties with more than one existing heating zone (e.g., separate upstairs/downstairs thermostats). Enables zone control from the Hive app.

Requirements

This product requires a Hive thermostat for each zone and a suitable central heating system with separate zone valves.

Specific terms

Designed to cover up to six heated zones. Installation in more than six zones may impact performance and the system may not operate correctly. We will not be responsible for any performance issues where the system is installed in more than six zones.

Hive Bridge

Description

The Hive Bridge connects supported solar inverters and/or home batteries (e.g., Fox or Sunsynk) to the Hive Hub so that you can monitor and control your system from the Hive app.

Requirements

This product must remain indoors; it is not weatherproof.

Specific terms

We are not responsible for loss or damage to a Hive Bridge resulting from use outside your property.

Hive TRVs (Thermostatic Radiator Valves)

Description

Hive TRVs fit onto existing valve bodies to control the flow of water into radiators.

Requirements

This product requires compatible Thermostatic Radiator Valves (TRVs) to be installed first. Adapters may be needed depending on your radiator valve type. An adapter and instructions are provided with the product, additional adapters can be requested via www.hivehome.com/support.

Specific terms

Hive TRVs can operate without a Hive Thermostat, but to allow them to request heat from the boiler you will need a Hive Thermostat installed.

EV Chargers

Installation

If you buy a Hive EV charger without installation, it must be installed by a suitably qualified and certified professional. For full details, see the EV Charging Installation Terms & Conditions on our website – www.hivehome.com/terms.

Using EV charging in the Hive app

Hive EV Charging allows you to control a supported EV charger via the Hive app, including real-time charging status, usage history, automated schedules, tariff integration, notifications and in-app troubleshooting. Features may change from time to time.

Requirements

The Hive-supported EV charger must be connected to the internet (home broadband or in-built SIM). This product requires a Hive account, the latest Hive app, and an Android or iOS device. A Hive Hub is not required.

Product guarantee

EV chargers purchased directly from us with no installation, are guaranteed for two years from delivery. If EV chargers are purchased directly from us with installation included, the charger, associated installation materials and workmanship are guaranteed for three years from installation.

Exclusions

We are not responsible for losses caused by your charger or its installation or other losses unrelated to the Hive app; for losses not foreseeable when you registered to use Hive EV Charging; or for suspension/non-availability of the EV Charging service where necessary to deal with technical problems, or circumstances outside our control. or to protect third-party interests, or to enable required improvements.

Ongoing use after warranty

All features are available while your charger warranty remains valid. After expiry, you may: (a) continue using certain basic features for free; (b) pay an ongoing subscription to retain advanced features; (c) switch to a third-party app; or (d) use offline mode without remote visibility.

Temporary pauses for grid stability

To support network stability during periods of grid congestion, we may briefly pause active charging sessions on supported EV chargers. Interruptions are expected to be short and sessions will resume automatically when the pause ends. There is no charge for this activity and you can override via the Hive app to continue charging if needed.

Voltage fluctuation disclaimer

Local electricity supply changes (including brief voltage spikes beyond legal limits) may trigger charger safety features, stopping or failing charging sessions. While not unique to Hive equipment and outside our control, we will investigate and assist where possible. Some solutions may involve extra costs depending on the issue and remedy, and we cannot guarantee resolution in every case.

Other smart home accessories

Description

Hive smart home accessories include Hive Plugs, Hive Lights, Hive Motion Sensors and Hive Contact Sensors. These devices integrate with the Hive ecosystem to enable home automation and monitoring via the Hive app.

Requirements

These products require a compatible Hive Hub to enable control and automation features via the Hive app. Additional adapters or accessory components may be required depending on your home set-up.

12.2 Installation

Introduction

When arranging installation of Hive or Hive-compatible products, the route you use to complete your booking determines who will carry out the installation:

- If you purchase a product with professional installation through the Hive or British Gas websites, the installation will be carried out by a British Gas engineer or an approved contractor acting on behalf of British Gas. Please refer to the “British Gas Installations” section below.
- If we introduce you to an external provider and you complete your installation booking directly with that provider, the installation will be carried out by that external provider on their terms. Please refer to the “Third-Party Installations” section below.

EV charger installation

Installation of Hive EV chargers is governed by the separate EV Charger Installation Terms & Conditions,

which apply in addition to these Terms. Where there is any difference between those terms and the installation provisions in this Schedule, the EV Charger Installation Terms & Conditions will apply. Please visit our website for the up-to-date EV Charger Installation Terms and Conditions – www.hivehome.com/terms.

British Gas Installations

Arranging installation

If you buy a Hive Thermostat, Hive Multizone, Hive Bridge or Hive TRVs with professional installation through the Hive or British Gas websites, once your booking is made, your installation appointment will be arranged with British Gas.

Territories

We cannot arrange installation in Northern Ireland, the Isle of Man, the Channel Islands or the Scottish Highlands and islands. Coverage may be limited in some rural areas, please check if we provide professional installation at your address before booking.

Timeframes

We will confirm an installation appointment. We are not responsible for delays caused by bad weather or circumstances beyond our control.

Working hours

Standard installation hours are 8:00–18:00 Monday to Friday. Additional charges may apply for work outside these hours if agreed in advance.

Your responsibility

Before we install, ensure there is an adequate gas supply and an eligible central heating system and that all specific product requirements are met.

Engineers and approved contractors

Professional installation booked through a Hive or British Gas webpage will normally be carried out by a British Gas engineer carrying an identity card. In some circumstances, the installation may be completed by an approved contractor. Any contractor used will have been fully approved by British Gas to complete the relevant work, and must meet our required standards for safety and quality.

Access to your home

An adult (18+) must be present at all times. If we cannot gain access, you will need to rearrange the appointment.

Additional charges

Extra charges may apply for changes or additional work you request, or where additional work is needed for installation. Costs will be explained and agreed with you in advance.

No compensation

If we are unable to complete installation during the appointment, we will rearrange at no extra cost. If you miss more than two agreed appointments, extra charges may apply.

Damage responsibility

Engineers will take reasonable care, but installation may cause damage requiring redecoration which is your responsibility unless caused by our negligence. We will not be responsible for the cost of repairing or replacing any parts of your existing central heating system that later develop a fault, unless the fault is directly caused by work we carried out. We are also not responsible if your central heating system stops working because your water supply becomes inadequate or the water pressure varies.

Unsafe conditions

Work will not start or continue where there is a health and safety risk (e.g., hazardous chemicals, pest infestation, abuse/harassment). You are responsible for arranging the removal of asbestos by a competent third party before work begins and a clean air certificate must be provided.

Tenants

If you are a tenant, you may need your landlord's permission. Unless told otherwise, we will assume you have obtained it. We won't be responsible if we carry out work and you don't have your landlord's permission.

Installation guarantee

If your installation was purchased through the Hive or British Gas websites, any installation work carried out by a British Gas engineer or an approved contractor acting on behalf of British Gas is guaranteed for one year from completion. If the installation work is faulty, British Gas will repeat the work free of charge.

This guarantee applies only to the materials provided and the installation work carried out by British Gas or its approved contractors. It does not apply to installations carried out by third-party installers where you completed your booking directly with that provider.

This installation guarantee is separate from, and in addition to, your statutory rights.

Third-Party Installations

When installation is carried out by a third party

Where we introduce you to a third-party provider (such as 21 Degrees) for the installation of certain products, including air source heat pumps, any Hive equipment supplied as part of that introduction (such as a Hive Hub or Hive thermostat) will be installed by that third party under the terms you agree with them.

Responsibility for third-party workmanship

We are not responsible for any costs, loss or damage to your property caused by incorrect installation or other actions of the third-party installer. No refund will be issued for faults or issues arising from their workmanship.

Your obligations

It is your responsibility to ensure that you understand and comply with any terms or requirements set by the third-party installer. If your installation includes equipment supplied through a referral, it will be governed solely by the agreement you enter into with that installer.

12.3 Services

Hive+ Membership

Description

Hive+ is an optional membership designed to help customers get more from their Hive heating system.

Requirements

To use Hive+ heating features, you must have a Hive thermostat together with an up-to-date Hive Hub. These must already be installed and working at the property. Additional requirements may apply to other Hive+ features, including the connection of compatible third-party devices, as explained in the Hive app or on our website.

Features

Hive+ provides enhanced tools designed to help customers better understand and manage their home heating. The features include:

• Savings tracker – helps customers view estimated heating usage and potential savings based on their own home profile.
• Personalised heating tips – offers guidance on efficient heating use to help improve energy performance.
• Heating efficiency alerts – notifies customers when their heating system appears to be performing differently from expected patterns
• Compatible third-party device connectivity - where available, Hive+ may allow you to connect compatible third-party devices (such as electric vehicles, EV chargers, home batteries and heat pumps) to the Hive app and view certain usage information and control functions. Available devices and functionality may change from time to time.

Savings targets and estimates are indicative only. Actual savings depend on household behaviour, previous usage and how closely customers follow the guidance provided.

We may update or change the features included in Hive+ from time to time.

Ongoing warranty

During an active Hive+ subscription, eligible Hive products owned by you are covered by an ongoing warranty. This includes:

• Repair or replacement of covered Hive products that develop a fault during the subscription; and
• Cover for any Hive products bought and paired with your Hive Hub during your membership.

This warranty does not extend to discontinued products, EV chargers, installation work, or non-Hive products/services provided by third parties. You are responsible for installation of any repaired or replacement products.

Limitations

The Hive+ warranty applies only to eligible products and does not cover:

• Faults in your central heating system or unrelated appliances;
• Issues caused by incorrect installation performed by a third party;
• Any Hive products that you already owned that were not installed and paired with the Hive Hub at the time your subscription was taken out; or
• Situations where there is suspected misuse or abuse of the products.

Third-party integrations
Some Hive+ features rely on devices, software, services or application programming interfaces (APIs) provided by third parties. The availability, functionality and accuracy of these features depends on those third parties continuing to support and make available the relevant integrations. If a third-party changes, limits or withdraws support for an integration, we may modify, suspend or discontinue the related Hive+ functionality without liability. Where this is likely to have a material impact on you, we will try to give you reasonable prior notice where reasonably practicable.

We rely on data received from third-party devices, manufacturers, integration providers and other external systems. We are not responsible for inaccuracies, omissions or delays in the data supplied to us by those third parties. Any device information, consumption data or estimates made available through Hive+ will be based on the data we receive.

If your Hive+ subscription ends, you will lose access to Hive+ features relating to connected third-party devices, including device control and historical usage information available through Hive+. This will not prevent you from continuing to use the device through the manufacturer's own app or services.

Trials

We may offer trial periods (“Trials”) that give you temporary access to a Hive+ subscription or other paid features. The terms of your Trial will depend on whether you need to provide payment details to begin the Trial.

Trials where payment details are required
For Trials where you must provide valid payment details before the Trial starts:
• Your Trial will give you access to the features of the Hive+ subscription for the duration of the Trial period.
• By providing payment details, you agree that we may automatically start charging you for the subscription on the first day after your Trial ends, on the billing frequency we told you about in advance,

unless you cancel beforehand.
• If you do not cancel before the end of the Trial period, your subscription will automatically continue and the payment method you provided will be charged at the then-current price.
• Any features that are time-limited within the subscription will be reduced by the length of the Trial period.
• If you do not want to be charged, you must cancel before the end of your Trial, visit www.hivehome.com/support to cancel.

Trials where no payment details are required
For Trials where you may access the Hive+ subscription without providing payment details:
• Your Trial will give you access to the features of the Hive+ subscription for the duration of the Trial period.
• You will not be charged during or after the Trial unless you actively choose to subscribe and provide payment details.
• Your Trial will not automatically renew at the end of the Trial period.
• If you do not take out a subscription before the Trial period ends, your access to the Hive+ subscription will automatically stop.
• If you cancel the Trial before the end of the Trial period, your access to the Hive+ subscription will end immediately.
• To continue using Hive+ after the Trial ends, you must actively sign up and provide payment details, at which point the applicable subscription charges and terms will apply.

Offers and promotions

Where you purchase professional installation directly from us for an eligible Hive product, your order may include 12 months of Hive+ at no additional cost. From time to time, we may also make other promotional Hive+ offers available to new or existing customers. As promotional offers may change, please refer to the Hive+ webpage for the most up-to-date information on availability and terms: www.hivehome.com/shop/smart-heating/hive-plus.

Optimisation

What is optimisation

For eligible products, optimisation is an optional feature where we may remotely manage, adjust or temporarily pause operation to optimise energy usage and support grid services. You can find out more about optimisation here.

Specific terms

Optimisation is subject to specific terms published on our website or in the app from time to time. Those terms will apply in addition to these T&Cs.