



HIVE SPRING SALE – TERMS & CONDITIONS

Customer Terms and Conditions

Please read these Sale Terms carefully. They explain the Hive “Spring Sale” promotion (the Sale), which includes different offers depending on whether you are a Hive+ member or not, and includes separate offers available to all customers for Solar, EV Chargers, and Air Source Heat Pumps.

These Sale Terms relate only to the Sale itself. Purchases of Hive products and services (including delivery, installation, warranty, returns, subscriptions, billing, renewal and cancellation) remain subject to the applicable Hive product terms, installation terms and Hive general terms and conditions (and, where relevant, Hive+ membership terms).

By participating in the Sale, you acknowledge and agree to these Sale Terms.

Words in bold

Some of the words and phrases we have used in these terms have a particular meaning. We have highlighted these words in **bold** and explained what they mean below.

Definitions

By “**we**”, “**us**” or “**our**”, we mean Centrica Hive Limited (Hive) (registered number 05782908), with registered office at Millstream, Maidenhead Road, Windsor, SL4 5GD, as the promoter of this Promotion (the “**Promoter**”).

Sale means the Hive Spring Sale promotion described in these Sale Terms.

Sale Period means from 00:00 on 30 March 2026 to 23:59 on 13 April 2026 (UK time), inclusive.

Hive+ means the Hive paid subscription membership service, subject to separate Hive+ membership terms.

Hive+ Member means a customer with an active Hive+ subscription at the time they redeem the relevant Hive+ only offer.

New Hive+ Customer means a customer who does not have an active Hive+ subscription at the time they redeem the Hive+ subscription offer.

Qualifying Purchase means a purchase (or where relevant, a quote acceptance or deposit payment) made during the Sale Period that meets the criteria in the relevant offer section below.

Selected Products means the specific Hive products included in the relevant offer, as described in the offer section and/or on hivehome.com during the Sale Period.

Discount means the discount described in the relevant offer section.

Independent Installer means a third-party installer delivering services under its own terms and conditions, and not as Hive’s agent.



1. THE SALE (SUMMARY)

1.1 The Sale runs during the Sale Period and includes the following offers:

- (a) Hive+ subscription offer (new customers)
 - 20% off the first year of an annual Hive+ subscription for New Hive+ Customers, renewing at standard pricing (currently £39.90/year for annual).
- (b) Hive+ smart tech offers (members only)
 - 20% off Selected Hive smart tech products for new and existing Hive+ Members.
- (c) Offers available to all customers (Hive+ or non-Hive+)
 - Solar: £500 off an eligible solar installation.
 - EV Chargers: £50 off Hive Chargers.
 - Air Source Heat Pumps (ASHP): £500 off your personalised heat pump quote for the first 100 qualifying customers.

1.2 Unless stated otherwise, offers cannot be combined with other promotions.

2. SALE PERIOD

2.1 The Sale runs from 00:00 on 30 March 2026 to 23:59 on 13 April 2026 (UK time) (inclusive).

2.2 To benefit from an offer, you must complete the relevant Qualifying Purchase (or quote/deposit actions, where relevant) during the Sale Period and meet the conditions in the relevant section.

PART A – HIVE+ OFFERS (MEMBERSHIP-BASED)

3. OFFER 1 – 20% OFF THE FIRST YEAR OF HIVE+ ANNUAL SUBSCRIPTION (NEW HIVE+ CUSTOMERS)

- 3.1 New Hive+ Customers can receive 20% off the price of the first year of a Hive+ annual subscription purchased during the Sale Period.
- 3.2 At the end of your first year, your Hive+ annual subscription will renew automatically at standard pricing unless you cancel in accordance with the Hive+ membership terms (standard pricing is currently £39.90/year for annual, but may change).
- 3.3 We will show you the renewal date and renewal price before you complete sign-up. You can cancel the auto-renewal at any time via your Hive account (or as set out in the Hive+ membership terms) before renewal to avoid being charged.
- 3.4 This offer is available to New Hive+ Customers only. It is not available to customers who have an active Hive+ subscription at the time of redemption.
- 3.5 To redeem this offer, you must purchase a Hive+ annual subscription through the Hive sign-up journey on hivehome.com (or the Hive app journey linking to hivehome.com) during the Sale Period. The discount will automatically be applied.
- 3.6 Exclusions:
 - (a) Offer cannot be used on pre-existing orders.



(b) This offer may be used alongside other Spring Sale product or installation offers, but only one redemption per customer or Hive account is permitted.

4. OFFER 2 – 20% OFF SELECTED HIVE SMART TECH (HIVE+ MEMBERS ONLY)

4.1 Hive+ Members receive 20% off the purchase price of Selected Products purchased during the Sale Period.

4.2 The Selected Products include:

- (a) Thermostat (with or without installation, where offered);
- (b) Radiator Valve;
- (c) Lighting;
- (d) Accessories (including stands)
- (e) Hubs;
- (f) Plugs; and
- (g) Sensor products and multipacks.

4.3 Available to new and existing Hive+ Members who purchase Selected Products during the Sale Period and have an active Hive+ subscription at the time of checkout.

4.4 To redeem this offer, you must purchase Selected Products via hivehome.com (and/or the Hive app checkout journey where applicable) during the Sale Period.

4.5 The Discount applies automatically at checkout to Selected Products only.

4.6 Multiple Selected Products may be purchased in a single transaction.

4.7 Exclusions:

- (a) Offer cannot be used on pre-existing orders.
- (b) Not valid with other discounts or promotional codes applying to the same products.
- (c) Discount applies only to Selected Products included in the offer (and not to non-qualifying items in your basket).
- (d) Subject to availability/stock. We may withdraw products from the Selected Products list during the Sale Period if stock is unavailable.

4.8 Where Selected Products are purchased “with installation”, the Discount applies to the relevant bundled price as shown at checkout (unless the checkout journey states the Discount applies only to the hardware component).

PART B – OFFERS AVAILABLE TO ALL (HIVE+ OR NON-HIVE+)

5. OFFER 3 – SOLAR: £500 OFF AN ELIGIBLE SOLAR INSTALLATION

5.1 Eligible customers may receive £500 off the total price of an eligible solar installation when obtaining a quote during the Sale Period.

5.2 The £500 Discount has no cash value, cannot be exchanged, and no cash alternative is available.



5.3 To qualify for this offer, you must:

- (a) be a UK residential customer;
- (b) own the property (or have authority) where installation will take place;
- (c) be limited to one redemption per household;
- (d) register your interest by 13 April 2026 (inclusive);
- (e) accept their installation quote by 30 April 2026 (inclusive); and
- (f) proceed with an installation delivered by an Independent Installer.

5.4 Registrations received after 13 April 2026 will not qualify for the offer.

5.5 All solar offers are subject to the property meeting the requirements for a standard solar installation, as determined by the Independent Installer following survey and assessment.

5.6 Eligibility is not guaranteed and will only be confirmed following survey and any required approvals.

5.7 If the property is deemed unsuitable, the offer will not apply and no alternative offer, cash payment or compensation will be provided.

5.8 The offer does not include roof repairs, structural works, electrical upgrades beyond standard installation, planning permission costs, non-standard scaffolding or any works outside the Independent Installer's standard scope.

5.9 The £500 Discount applies to the total price of the eligible solar installation as set out in your personalised quote.

5.10 This offer is subject to installation conditions:

- (a) All solar panels must be installed on the same roof aspect.
- (b) Installations must not require any additional or non-standard scaffolding beyond what would ordinarily be included for a standard installation.
- (c) If any of these conditions are not met following survey or assessment, the Independent Installer may be unable to apply the £500 Discount and/or may need to re-quote. In such circumstances, the offer will not apply.

5.11 Limitations for this offer:

- (a) The offer is subject to Independent Installer availability, survey results, property suitability, and any planning, building or technical requirements.
- (b) If you cancel or do not proceed after accepting your quote, the offer will not be re-issued unless required by law or expressly confirmed in writing by Hive or the Independent Installer.
- (c) This solar offer cannot be combined with any other solar-specific promotion, discount or incentive.
- (d) The offer is non-transferable and cannot be exchanged.

5.12 The Promoter reserves the right to verify customer eligibility at any stage and to withdraw or amend the offer if eligibility criteria are not met or if circumstances beyond its reasonable control arise.

5.13 Deposits, cancellations and refunds are governed by the Independent Installer's terms and conditions and the customer's statutory rights.



- 5.14 The Promoter is not responsible for Independent Installer services or for any costs incurred where a customer does not proceed following survey or eligibility assessment.
- 5.15 Participation in the promotion constitutes acceptance of these Terms and Conditions. The Promoter's decision is final in all matters relating to the promotion, subject to applicable law and your statutory rights.
- 5.16 Your contract for any solar installation is with the Independent Installer, not Hive. Eligibility, survey outcomes, technical suitability, installation requirements and final pricing are determined in accordance with the Independent Installer's assessment and terms.

6. OFFER 4 – EV CHARGERS: £50 OFF HIVE CHARGERS

- 6.1 Customers purchasing any Hive Charger via <https://www.hivehome.com> during the Sale Period will receive a £50 discount off the purchase price. The discount is applied automatically at checkout.
- 6.2 This Offer applies to tethered and untethered chargers, with or without installation.
- 6.3 Where pay-monthly options are selected, the Discount is applied to the total price and reflected in instalments.
- 6.4 The maximum discount available is one £50 discount per charger.
- 6.5 Exclusions:
- (a) Offer cannot be used on pre-existing orders.
 - (b) Subject to eligibility criteria shown in your checkout journey (including location/installation availability where installation is selected).

7. OFFER 5 – ASHP: £500 OFF YOUR HEAT PUMP THIS SPRING (FIRST 100 QUALIFYING CUSTOMERS)

- 7.1 Customers can receive £500 off their personalised heat pump quote following their home survey, subject to eligibility and the steps below.
- 7.2 To qualify, you must:
- (a) book a heat pump appointment or request a callback by 13th April 2026; and
 - (b) by 25th April 2026 complete one of the following (as applicable to your route):
 - i. pay your deposit; or
 - ii. complete finance approval; or
 - iii. secure Home Energy Scotland Grant approval.
- 7.3 Booking alone does not guarantee qualification.
- 7.4 This offer is limited to the first 100 qualifying customers (based on the time/date qualification is completed under clause 7.2(b)).
- 7.5 Once the 100 allocations are used, the offer ends even if the Sale Period is ongoing. Qualification is determined by the time and date the final eligibility step is completed.
- 7.6 The offer is subject to property suitability, survey results and the Independent Installer's criteria.



- 7.7 This offer is delivered by Independent Installers and is subject to their own terms and conditions (including survey, technical suitability, grant/finance rules, cancellation, and any pricing changes).
- 7.8 The £500 Discount will be applied to your personalised quote after your home survey, provided you meet the eligibility criteria and complete the qualification steps in time.
- 7.9 If eligibility is not met, the offer will not apply and no compensation is payable.
- 7.10 This Air source heat pump offer cannot be combined with any other Air source heat pump-specific promotion, discount or incentive.
- 7.11 Your contract for your installation is with the Independent Installer, not Hive.

PART C – GENERAL TERMS (APPLY TO ALL OFFERS)

8. OFFER LIMITATIONS, EXCLUSIONS AND MISUSE

- 8.1 Offers have no cash value and cannot be exchanged for cash or credit.
- 8.2 Unless expressly stated otherwise in these Sale Terms, offers cannot be used with any other offer, promotion, voucher code or discount.
- 8.3 Offers cannot be applied to orders placed before the Sale Period (pre-existing orders).
- 8.4 We may limit redemptions per customer, Hive account, household, device and/or payment method where reasonably necessary to prevent fraud or misuse.
- 8.5 If we reasonably suspect sharing, misuse, fraud, or ineligible use, we may refuse redemption, void an order, or withdraw the offer, in accordance with clause 10.

9. RETURNS, CANCELLATIONS AND REFUNDS

- 9.1 Hardware purchases: Returns and refunds for Hive hardware are governed by the applicable product terms and your statutory rights. If you return a discounted item in accordance with those terms, any refund will reflect the price you actually paid (i.e., after the Discount).
- 9.2 Installation and third-party services: Where an offer involves installation and/or third-party services (e.g., solar or ASHP), cancellation and refunds are governed by the relevant installation/Independent Installer terms and your statutory rights.
- 9.3 Subscription offer: Hive+ subscription billing, renewal and cancellation are governed by the Hive+ membership terms (and you should cancel in accordance with those terms if you do not wish to renew).

10. GENERAL TERMS

- 10.1 We reserve the right to hold, void, suspend, cancel, amend or withdraw the Sale (or any part of it) where reasonably necessary at any time without notice, including where we reasonably suspect fraud or misuse, where there has been a technical or administrative error, or where changes are required by law or regulation. Any such withdrawal or



amendment will not affect customers who have already qualified for an offer prior to the date of withdrawal or amendment.

10.2 To the extent permitted by law, we are not responsible for any loss, cost, damage or disappointment suffered as a result of:

- (a) failure to meet eligibility criteria;
- (b) our inability to contact you using the details you have provided;
- (c) delays or failures caused by third-party systems or technical issues; or
- (d) circumstances outside our reasonable control.

10.3 These terms do not affect any other rights you may have under warranty or your statutory rights under the Consumer Rights Act 2015 (as amended) and any laws that replace it. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.

10.4 Separate product and services terms and conditions will apply.

10.5 For any queries or complaints related to this Promotion or your Hive+ membership, please visit <https://www.hivehome.com>.

10.6 These terms and conditions shall be governed by the laws of England and Wales.

11. DATA PROTECTION AND PUBLICITY

11.1 Any personal information provided will be held and used only by us, or our agents and suppliers, to administer the Sale.

11.2 We care about privacy and we protect your personal data. Please read our Privacy Notices to understand how we collect and use your personal data and your data protection rights. Our Privacy Notices do not form part of the contract between you and us. You can find our Privacy Notice at <https://www.hivehome.com/privacy>.

11.3 You can contact Centrica's data protection officer by writing to The Data Protection Officer, Centrica Plc, Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD, or by email at privacy@centrica.com.