



# HIVE SOLAR BATTERY UPGRADE OFFER

## TERMS & CONDITIONS

Please read these Terms and Conditions carefully. They explain the Hive Solar Battery Upgrade Offer (the “Offer”).

The Offer is promoted and advertised by Centrica Hive Limited (“Hive”) on behalf of Glow Green Limited (“Glow Green”). Glow Green is responsible for providing quotations, assessing eligibility and technical suitability, contracting with customers and supplying and installing the solar PV and battery system.

Your contract for the purchase and installation of your solar PV and battery system will be with Glow Green, not Hive, and will be subject to Glow Green’s applicable quotation and terms and conditions.

### 1. Who we are and who Glow Green is

- 1.1. The promoter of the Offer is Centrica Hive Limited, company number 05782908, whose registered office is at Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD (“Hive”, “we”, “us” or “our”).
- 1.2. “Glow Green” means Glow Green Limited, a company registered in England and Wales under company number 07530174, whose registered office is at 26-32 Oxford Road, Avalon, Bournemouth, England, BH8 8EZ. Glow Green is the supplier and installer of the solar PV and battery system and will contract directly with you for the purchase and installation of that system.
- 1.3. Hive is promoting and advertising the Offer on behalf of Glow Green. Glow Green will provide the relevant quotation, assess property and technical suitability, contract with eligible customers and be responsible for supplying and installing the solar PV and battery system.
- 1.4. These Terms and Conditions govern the Offer only. Your quotation, survey, deposit, cancellation rights, installation, warranties, aftercare and other matters relating to your solar PV and battery system are governed by your contract and applicable terms and conditions with Glow Green.

### 2. The Offer

- 1.5. Subject to these Terms and Conditions, eligible customers purchasing a qualifying solar PV and battery package from Glow Green will receive an upgrade from a Fox ESS EP6-H 5.76kWh battery configuration to a Fox ESS EP12-H 11.5kWh battery configuration at no additional cost.
- 1.6. The promotional upgrade will be reflected in the quotation provided by Glow Green.
- 1.7. The Offer applies to the EP12 configuration only. No alternative or substitute battery product, cash alternative or credit is available.

### 3. Offer Period and quotation

- 3.1. The Offer starts at 00:00 on [START DATE] and ends at 23:59 on 8 November 2026 (the “Offer Period”).

- 3.2. To qualify for the Offer, you must request a qualifying quotation from Glow Green through the relevant Hive campaign journey during the Offer Period.
- 3.3. Your Glow Green quotation will be valid for 30 days from the date it is issued. You must accept that quotation and pay any deposit required by Glow Green within that 30-day period.  
Requests for a quotation received before or after the Offer Period will not qualify for the Offer.

## 4. Eligibility

4.1 To qualify for the Offer, you must:

- 4.1.1. receive the Offer through the relevant Hive campaign journey or otherwise be confirmed as eligible by Hive;
  - 4.1.2. Have an installation address within one of the postcode areas selected for the Offer;
  - 4.1.3. request a qualifying quotation by the deadline in clause 3.1;
  - 4.1.4. purchase solar PV and a battery from Glow Green for installation at the same property and as part of the same installation;
  - 4.1.5. purchase a solar PV system consisting of at least [X] solar panels;
  - 4.1.6. accept the qualifying Glow Green quotation and pay any required deposit within the 30-day quotation validity period; and
  - 4.1.7. satisfy Glow Green's survey, property, technical and installation requirements.
- 4.2. Eligibility is determined by reference to the property at which the system will be installed, rather than your correspondence or billing address.
- 4.3. Receiving marketing about the Offer does not itself guarantee eligibility.
- 4.4. The Offer cannot be retrospectively applied to a pre-existing order or quotation unless Hive and Glow Green expressly confirm otherwise in writing.
- 4.5. The Offer is limited to one promotional battery upgrade per qualifying installation and property.

## 5. Survey and technical suitability

- 5.1. The Offer is subject to Glow Green confirming, following its survey and technical assessment, that the property and proposed installation are suitable for the EP12 battery configuration.
- 5.2. Suitability may depend on factors including the proposed battery location, available space, system design, property characteristics, electrical requirements and applicable technical or safety requirements.
- 5.3. If Glow Green determines, acting reasonably following its survey or technical assessment, that the EP12 configuration is not suitable for the property, you will no longer qualify for the Offer and no alternative promotional battery configuration, cash alternative or substitute promotional benefit will be provided.
- 5.4. This does not affect any cancellation or other statutory rights you may have or any rights arising under your contract with Glow Green.

## 6. Installation

- 6.1. Installation will be carried out by Glow Green in accordance with your contract and the applicable Glow Green terms and conditions.
- 6.2. Subject to product availability, installation capacity and circumstances outside your reasonable control, your qualifying installation must be completed by 31 January 2027.

- 6.3. Where you have complied with the requirements of these Terms and Conditions but installation cannot be completed by 31 January 2027 because of a delay caused by Glow Green or circumstances outside your reasonable control, you will not lose the Offer solely as a result of that delay, provided the installation continues within a reasonable period agreed with Glow Green.
- 6.4. Any installation date is subject to Glow Green's normal installation process, property and technical suitability and any other requirements set out in your Glow Green contract.

## **7. Other offers and discounts**

- 7.1. The Offer cannot be used in conjunction with any other Hive solar offer, promotion or discount applying to the same purchase.
- 7.2. In particular, the Offer cannot be combined with any subsequent Hive Black Friday solar promotion.
- 7.3. Glow Green may apply its own separate discounts or pricing arrangements where permitted under its terms and commercial arrangements. Any such discount is provided by Glow Green and does not form part of this Offer.

## **8. Availability and changes to the Offer**

- 8.1. The Offer is intended to be available to all customers who qualify during the Offer Period, subject to these Terms and Conditions.
- 8.2. Hive may suspend, amend or withdraw the Offer where reasonably necessary because of circumstances outside its reasonable control, fraud or misuse, technical or administrative error, or a change in law or regulatory requirements.
- 8.3. Where reasonably practicable, Hive will communicate any material change to the Offer through an appropriate channel.
- 8.4. Any withdrawal or amendment will not affect customers who have already qualified for the Offer before the withdrawal or amendment takes effect, except where this is reasonably necessary because of circumstances outside Hive's or Glow Green's reasonable control.

## **9. Your contract with Glow Green**

- 9.1. Your contract for the solar PV and battery system is with Glow Green and not Hive.
- 9.2. Glow Green is responsible for providing and administering your quotation, carrying out any survey, determining property and technical suitability, taking and administering any deposit, supplying and installing the system, determining the final system design and installation requirements, and providing applicable warranties, aftercare and installation services.
- 9.3. Glow Green's own terms and conditions will apply to your purchase and installation, including any applicable cancellation, refund, survey, installation and warranty provisions. You should read those terms before accepting your quotation.
- 9.4. If there is any conflict between these Terms and Conditions and Glow Green's terms, these Terms and Conditions will apply in relation to eligibility for and administration of the Offer, while Glow Green's terms will apply to the sale, survey, supply and installation of the solar PV and battery system.

## 10. Performance and savings

- 10.1. The Offer relates to the battery storage capacity upgrade only. Hive does not guarantee any particular energy saving, financial saving, level of self-sufficiency, payback period or other performance outcome as a result of the upgrade.
- 10.2. Actual solar generation, battery usage, self-sufficiency, energy savings and system performance will depend on factors including the property, system design, weather, household energy usage, electricity tariffs and system performance.
- 10.3. Any estimate or illustration provided in connection with your proposed installation will be based on the assumptions stated when that estimate is provided. You should refer to your personalised Glow Green quotation for estimates and assumptions relating to your property.

## 11. Cancellation and refunds

- 11.1. Cancellation of your order, repayment of any deposit and any refund due will be governed by your contract with Glow Green, Glow Green's applicable terms and conditions and your statutory rights.
- 11.2. If you cancel your qualifying order or otherwise cease to satisfy the requirements of the Offer before installation, the promotional EP12 upgrade will no longer apply.
- 11.3. Nothing in these Terms and Conditions affects your statutory consumer rights.

## 12. Personal data

- 12.1. Hive will process your personal data in connection with the marketing and administration of the Offer in accordance with its applicable privacy notice.
- 12.2. Where you request a quotation, your personal data may be provided to Glow Green where necessary to progress your enquiry and administer the Offer. Glow Green will process personal data in accordance with its own applicable privacy notice.
- 12.3. Hive's Privacy Notice is available at <https://www.hivehome.com/privacy>. Glow Green's applicable privacy notice will be made available by Glow Green.

## 13. General

- 13.1. Hive may verify eligibility for the Offer where reasonably necessary.
- 13.2. Hive and Glow Green may refuse or withdraw the Offer where a customer does not meet the eligibility requirements, provides false or misleading information or otherwise attempts to misuse the Offer.
- 13.3. Nothing in these Terms and Conditions excludes or limits any liability which cannot lawfully be excluded or limited.
- 13.4. Nothing in these Terms and Conditions affects your statutory rights.
- 13.5. These Terms and Conditions are governed by the laws of England and Wales, without affecting any mandatory rights available to you under the laws applicable where you live.