



EV Charger Swap Offer

Terms and Conditions

1. About this offer

These terms and conditions apply to the EO or Alfen to BG Sync EV charger discounted swap offer (the Offer).

Under this Offer, eligible customers may have their existing EO or Alfen EV charger removed and replaced with a BG Sync EV charger installed by British Gas, subject to these terms.

This Offer is made available by Centrica Hive Limited, whose registered office is Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD (we / us / our).

2. Who is eligible

You will need to meet all of the following criteria to be eligible for this Offer:

- you have an EO or Alfen EV charger that was originally installed by British Gas at your property;
- you are currently experiencing overvoltage issues affecting your charger and we will need to see evidence of repeated overvoltage incidents occurring over a sustained period of time, rather than isolated or one-off events
- there have been no significant changes to your electrical set-up since the original charger was installed, and there are no known works taking place at your property or in the surrounding street that could be contributing to the issue;
- you have contacted your local Distribution Network Operator (DNO) and received written confirmation that they are unable or unwilling to resolve the overvoltage issues; and
- you have an open case or query with our support team relating to the overvoltage issue at the time you are considered for this Offer.

We may ask you to provide reasonable evidence to confirm that these criteria are met (for example, correspondence from your DNO or technical data relating to the overvoltage issues).

If you do not meet all of the eligibility criteria, you will not be able to take part in the Offer.

3. Accepting the Offer

If you meet the eligibility criteria, we will contact you as part of your open case or query with our support team to confirm that you are eligible for this Offer.

If you decide you would like to proceed, our support team will talk you through the next steps and confirm the available charger options.

This Offer is available for a limited time only. You must accept the Offer within 60 days from the date we notify you of the Offer. After this date, the Offer will automatically expire and will no longer be available.

4. What the Offer includes

If you are eligible for and accept the Offer:

- your existing EO or Alfen EV charger will be removed;
- a BG Sync EV charger will be installed at your property by British Gas, subject to a successful pre-installation assessment;
- the engineer will use reasonable endeavours to install the new charger in the same location as the existing charger, where reasonably practicable and compliant with applicable standards;
- any visible screw holes that are no longer required as a result of the removal will be filled as part of standard making-good works; and
- the removed charger will be taken away and will not be returned to you.

5. What is not included

Unless we agree otherwise in writing, the Offer does not include:

- electrical upgrades or remedial works beyond those reasonably required to complete a standard installation of the BG Sync EV charger;
- upgrades to your consumer unit or wider electrical system;
- the repair or rectification of any pre-existing faults, defects or issues at your property; or
- decorating or cosmetic works beyond standard making-good (including, for example, repainting, plastering or surface finishing).

6. Warranty and consumer rights

The BG Sync EV charger installed under this Offer will be treated as:

- a new product; and
- a new installation.

This means that:

- the warranty on your existing EO or Alfen charger ends when it is removed;
- no warranties are transferred, extended or aggregated from the old charger to the new charger; and
- where the BG Sync EV charger is installed by British Gas, it will be covered by a 3-year warranty, starting from the date of installation.

Nothing in these terms affects your statutory consumer rights.

7. FreeCharge credit (if applicable)

If you originally received your EO or Alfen EV charger under a FreeCharge tariff and believe you still have unused FreeCharge entitlement, you must tell us when discussing this Offer with our support team.

If you notify us that you are on a FreeCharge tariff:

- we will review your account and calculate the value of any remaining FreeCharge entitlement you may be eligible for; and
- if a credit is due, we will apply this as a bill credit to your British Gas energy account.

The amount of any FreeCharge credit will depend on factors including how much of your FreeCharge entitlement has already been used and your tariff details. We will confirm the outcome once the review has been completed.

Any FreeCharge credit is separate from the discounted charger price under this Offer. The credit will be applied after the calculation has been completed, typically appearing on your bill within one billing cycle, cannot be provided in advance, and is not available as a cash alternative.

8. Pricing

If you accept the Offer, the following discounted prices will apply:

- BG Sync EV Charger (Untethered): £240
- BG Sync EV Charger (Tethered): £290

If you choose to proceed, we will:

- process the sale, including applying the relevant discount; and
- take payment over the phone at the time you confirm acceptance of the Offer.

The discounted price is only available through this Offer and cannot be applied retrospectively or combined with any other promotion or discount.

Additional works outside the scope of the Offer may be chargeable.

9. No admission of fault

Overvoltage issues on your EV charger arise from the local electricity network and fall outside our responsibility.

The BG Sync EV charger is designed to automatically reset during overvoltage events, which helps to minimise disruption to charging. You will still receive notifications to alert you when an overvoltage event occurs, but the charger will automatically reset, reducing the impact on your charging experience.

This Offer does not fix or resolve the underlying overvoltage issue at your property. However, it is intended to improve the usability and reliability of charging where overvoltage events are occurring.

This Offer is a goodwill gesture and:

- does not represent an admission of fault or liability on our part;
- does not replace or limit the responsibilities of your Distribution Network Operator (DNO); and
- does not set a precedent for any other customers or circumstances.

10. Our responsibilities

We will take reasonable care and skill when carrying out the works in connection with the Offer.

We are not responsible for:

- your inability to use the BG Sync EV charger where this is caused by factors outside our reasonable control, including issues with your electricity supply, network conditions, connectivity, or third-party services;
- delays to the works caused by events or circumstances beyond our reasonable control;
or
- any issues, damage or failures arising from pre-existing conditions, defects or faults at your property that are not caused by us.

11. Other terms and conditions

These terms and conditions apply specifically to the Offer.

The installation of the BG Sync EV charger will also be subject to our standard EV charger installation terms and conditions, which apply in addition to these terms.

If there is any conflict between these Offer terms and the EV installation terms, these Offer terms will take priority in relation to the Offer.

Our general product & services terms and conditions do not apply to this Offer, unless expressly stated otherwise.

Nothing in this section affects your statutory consumer rights.

12. Changes or withdrawal

We may withdraw, suspend or change the Offer where reasonably necessary, including for operational, technical or legal reasons.

Any changes or withdrawal will not affect swaps that have already been completed.

13. Data protection

We will use your personal information to administer and deliver the Offer, including to assess eligibility and arrange the removal and installation of the EV charger.

For more information about how we use your personal data and your rights, please see our Privacy Notice at <https://www.hivehome.com/privacy>.

14. Governing law

These terms are governed by the laws of England and Wales.