



# Hive Installers Club

Hive Installers Club Membership Terms (September 2025)

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# Introduction

Hello – and welcome to Hive Installers Club. These membership terms govern your participation in the Hive Installers Club (the "**Club**"). By joining the Club, you agree to comply with these membership terms.

The protection of your personal information is important to us. We respect your privacy and want you to understand what we do with the information we hold about you. We recommend that you read our Privacy Notice, which can be found at [hivehome.com/privacy](https://hivehome.com/privacy), to understand how we collect and use your personal data and your data protection rights. Please note that our Privacy Notice does not form part of your contract with us. Centrica Hive Limited is the data controller of your personal data, and we use trusted third-party service providers to help deliver the Club, including rewards fulfilment.

You can contact Centrica's data protection officer by writing to The Data Protection Officer, Centrica Plc, Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. You can also contact our data protection officer [at privacy@centrica.com](mailto:privacy@centrica.com).

## Information about us and contact details

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

If you purchased a Hive product from one of our retail partners, Hive is the supplier of the services, and any included installation service, on behalf of that retailer.

Please contact us if you have any questions or complaints about any product or service.

You can do that by Webchat at [hivehome.com](https://hivehome.com). You can also contact us by calling our customer service team on 0333 202 9614. You can find our latest opening hours [here](#).

## Complaints

We take any complaint seriously and we'll do our best to resolve the issue right away. If we need more time to investigate, we'll let you know and keep you updated. If you're not satisfied with our final response, you may be able to take it 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](https://www.cdrl.org.uk/utilities-adr)

Referring your complaint to the CDRL does not affect your statutory rights.

# Membership Terms

## Definitions

- **"Club"** refers to the Hive Installers Club.
- **"Eligible Product(s)"** includes all Hive products, available in the UK or Ireland.
- **"Reward(s)"** means any benefit, incentive, gift, voucher, prepaid card, or other item or service provided to you as part of the Hive Installers Club rewards programme, including Installation Rewards and Tariff Referral Rewards.
- **"Taxable Benefit"** means any Reward or incentive that may be considered income or a business benefit under applicable tax laws and may therefore be subject to income tax, corporation tax, or other tax liabilities.
- **"VAT"** means value added tax as defined in the Value Added Tax Act 1994 or any equivalent tax in the UK or Ireland.
- **"We"** refers to Centrica Hive Limited t/a Hive (Registration No. 5782908) of Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD.
- **"You"** refers to independent installers who purchase and resell and/or install Eligible Products for end user customers.

## Membership Eligibility

The Club is intended for use by independent installers who purchase and resell and/or install Eligible Products for end user customers. To be eligible, you must be a person or a legal entity (company) who is resident in the UK and/or Ireland, and not an employee of Centrica PLC or its subsidiary companies. By joining the Club, you confirm that you meet these eligibility criteria.

## Independent Status

By joining the Club, you acknowledge and agree that:

1. You are an independent installer and not an employee, agent, or representative of us or any of our group companies.
2. Your participation in the Club does not create any form of partnership, joint venture, or employment relationship between you and us.
3. You remain solely responsible for your actions and omissions, and we shall not be liable for any acts or omissions by you.

You must not represent yourself to customers as being authorised to act on behalf of Hive or Centrica, or imply any form of endorsement or affiliation beyond Club membership.

## Use of Hive Trade Marks and Public Statements

As a member of the Hive Installers Club, you are granted limited, revocable, non-exclusive, non-transferable, royalty-free licence to use the Hive trade mark (the **"Trade Mark"**) solely for the purpose of identifying yourself as a member of the Hive Installers Club. This licence is subject to the following conditions:

1. **Permitted Uses:**
  - a. You may only use pre-approved Trade Mark assets made available by us via the Hive Installers Club app or other official channels. These assets may include digital badges, icons, or branded visuals that incorporate the Trade Mark alongside standardised language (such as "Member of the Hive Installers Club"), embedded within the image. All such assets are

designed to prevent modification or contextual misuse. You must not extract, alter, or repurpose these assets in any way.

- b. **Physical Use:** You may use the Trade Mark on physical materials such as stickers or vehicle decals only if such materials are provided or expressly approved by us, and used strictly in accordance with our brand guidelines.
        - c. **Digital Use:** You may use the Trade Mark on digital platforms such as your website, social media profiles, and email signatures only where such use is expressly permitted by us in writing and in accordance with our brand guidelines.
2. **Prohibited Uses:**
  - a. You must not use the Trade Mark in any way that implies any affiliation, endorsement, approval, or commercial relationship, or partnership between you and us.
  - b. You must not alter, modify, or create derivative works of the Trade Mark or any materials incorporating the Trade Mark.
  - c. You must not use the Trade Mark in any manner that could damage the reputation or goodwill of the Hive brand or Centrica.
  - d. You must not use the Trade Mark in any digital content, including social media posts, blogs, forums, or any other online platforms, that could be considered offensive, defamatory, or harmful to the Hive brand or that may reasonably be interpreted as misleading, unethical, or inconsistent with our values.
  - e. You must not engage in any online behaviour that could negatively impact the Hive brand, including but not limited to posting misleading information, engaging in online arguments, or associating the Trademark with controversial or inappropriate content.
3. **Territory Limitation:**
  - a. The use of the Trade Mark is limited to the UK only. Any use of the Trade Mark outside this territory is strictly prohibited unless otherwise approved in writing by us.
4. **Approval and Compliance:**
  - a. All uses of the Trade Mark must be approved by us in writing prior to use. You must submit samples of any materials bearing the Trade Mark for approval.
  - b. You must comply with any additional guidelines or restrictions provided by us regarding the use of the Trade Mark.
  - c. We may update our brand guidelines and approved assets from time to time. Continued use of the Trade Mark constitutes acceptance of any updated requirements.
5. **Revocation of Licence:**
  - a. We reserve the right to revoke this licence at any time, without notice, for any reason, including if we believe you have violated these terms or any applicable guidelines.
  - b. Upon revocation, you must immediately cease all use of the Trade Mark and remove it from all materials, both physical and digital.
  - c. Failure to comply with a revocation notice may result in legal action.
6. **No Endorsement:**
  - a. The use of the Trade Mark does not imply any endorsement by us of your services or business practices.
  - b. You must not make any statements or representations that suggest endorsement by us or any affiliation with Hive or Centrica beyond membership in the Hive Installers Club.
7. **Indemnity:**
  - a. You agree to indemnify and hold us harmless from any claims, liabilities, damages, and expenses arising from your use of the Trade Mark.
8. **Future Amendments:**
  - a. We reserve the right to amend these terms and the scope of permitted uses of the Trade Mark at any time. You will be notified of any changes, and continued use of the Trademark will constitute acceptance of the amended terms.

## Rewards

By using the Hive Installers Club App, members will be eligible to redeem Installation Rewards and/or Tariff Referral Rewards via the Hive Installers Club App.

To redeem Rewards, you will first need to register for an account via the Hive Installers Club App and/or any separate accounts required to access any third party-hosted rewards platforms (as directed to from the Hive Installers Club App from time to time).

The particulars of how to participate in the rewards programme are listed below.

### Types of Rewards

#### *Installation Rewards*

The Installation Rewards scheme will be open to you if you purchase and resell and/or install the Eligible Products for end user customers in the UK or Ireland. The Installation Rewards scheme is not available on any second hand, refurbished or reconditioned stock.

Installation Rewards can only be redeemed via:

1. the Hive Installers Club App and/or any third party-hosted rewards platforms (directed to from the Hive Installers Club App); and
2. only after you have physically installed, and registered an Eligible Product on the Hive Installers Club App.

When registering an Eligible Product, you must complete and correct the necessary registration form on the Hive Installers Club App. Once an Eligible Product is registered, we will send you a confirmation of receipt by email.

Each registration is limited to a single use and cannot be used in conjunction with any other promotional voucher or cash back offer against the Eligible Products.

If you resell an Eligible Product to an end customer and the end customer returns the Eligible Product, you will not be entitled to claim Installation Rewards and any registration will be thereafter dismissed. For the avoidance of doubt, this article does not prohibit in any way the end customer's right to exercise their applicable statutory or warranty rights.

## *Tariff Referral Rewards*

We will issue you with a unique Tariff Referral Link, either automatically or at your request, to the email address linked to your Hive Installers Club App account. You may share this link with your customers by email, SMS, WhatsApp, direct messaging on social media platforms, or other messaging platforms, but only where those customers have given their consent to receive the link. Referral links must not be shared publicly (e.g. in social media posts or public forums).

You are responsible for ensuring that any customer contact details you collect and use are collected lawfully and in accordance with your own data protection obligations as an independent data controller.

You may only collect contact details for, or send referral links to, your own customers who have indicated a willingness to receive them. You must not send referral links or input customer contact details into the Hive Installers Club App or any associated platform on an unsolicited basis.

You must not use the referral programme to send marketing messages on Hive's behalf. Hive is not the instigator of any such communications, and you are solely responsible for ensuring that any messages you send comply with applicable laws, including the Privacy and Electronic Communications Regulations.

Each Tariff Referral Link allows your customers 90 days to sign up to an energy tariff through the websites specified in our communications. The link is personal to you and cannot be transferred or merged with another person's. It is valid for 90 days from the time you issue it to the respective customer.

A **"Qualifying Purchase"** occurs when all of the following conditions are met:

- A customer resides in the UK;
- They purchase any tariff provided by British Gas Energy;
- They use your Tariff Referral Link to complete the purchase; and
- The energy plan remains active beyond the 14-day cooling-off period.

You must not provide any incentive or discount to your customers to encourage them to complete, or reward them for completing, a Qualifying Purchase.

Once we've validated that a Qualifying Purchase has been made using your Tariff Referral Link, you will be able to redeem Tariff Referral Rewards via the Hive Installers Club App and/or any third-party-hosted rewards platforms (directed to from the Hive Installers Club App). Validation may take up to 28 days from the date the Qualifying Purchase is confirmed.

Please note that all tariffs offered via the Tariff Referral Link are standard British Gas Energy tariffs and are not enhanced, modified, or guaranteed by Hive or the Installer. Tariff availability and pricing may change at any time prior to the customer completing their selection, and British Gas Energy retains full discretion over whether to offer or contract with any customer.

Hive makes no promise or guarantee to you or your customers regarding the availability, pricing, or suitability of any tariff. It is your responsibility to ensure that customers understand that tariff offerings are subject to change and that Hive and the Installer have no control over British Gas Energy's decisions.

No reward will be payable if a customer does not successfully contract with British Gas Energy, regardless of the reason.

Your unique referral link is only valid until the date stated at the time the code is issued. After the expiry date, your unique codes will not be valid and any subsequent tariffs purchased will not amount to a Qualifying Purchase.

Each Tariff Referral Link issued is personal to you only. Your unique link cannot be transferred to or merged with another person's.

Your Tariff Referral Link entitles your customers to one reduced tariff and cannot be used in conjunction with any other promotional voucher or cash back offer. Customers may not purchase multiple tariffs using your Tariff Referral Link or the links of other club members.

## Earning and Using Points

When you install eligible Hive products and register them correctly, we'll award you points through our rewards platform. You can redeem these points for a range of rewards, including gift cards, merchandise, and prepaid cards. We may change how points are earned or which products are eligible at any time. We'll let you know if we make any major changes.

## How Points Work

We decide how many points are awarded for each eligible installation and how many points are needed to redeem different rewards. We may change this from time to time. Points don't have a cash value and can't be exchanged for money. They can only be used to redeem rewards through the Hive Installer Club.

## Reward Fulfilment and Catalogue

You can use your points to choose rewards from our online catalogue. The rewards are provided by third-party suppliers, and we don't guarantee that every item will always be available. If something you've chosen is no longer in stock, we'll offer you a similar alternative or refund your points.

Most rewards are delivered by third-party suppliers. We'll do our best to make sure they arrive on time and in good condition, but we're not responsible for delays, damage, or anything that happens after the reward has been dispatched. If your reward arrives damaged or doesn't turn up, let us know within 48 hours. We'll try to help, but we can't guarantee a replacement. We're not responsible for the quality, safety, or performance of any reward item. If something goes wrong with a reward, you'll need to contact the manufacturer or supplier directly.

We may update the rewards catalogue at any time. This means items may be added, removed, or changed without notice. We're not responsible if a reward you were planning to redeem is no longer available.

## Gift Cards and Prepaid Cards

If you choose a prepaid card or gift card as your reward:

- You'll need to activate it and follow the card provider's terms.
- Some cards may require ID checks before they can be used.
- Once your card is active, you're responsible for keeping it safe.
- Cards can't be used to withdraw cash or pay at petrol pumps.
- If your card is lost or stolen, you may need to pay a fee to get a replacement.
- We can't cancel or refund eVouchers once they've been issued.
- We're not responsible for any issues with the card provider or retailer, including delays, technical problems, or refusal to honour the card.

## Points Expiry and Account Closure

Points expire 12 months after they're added to your account unless you use them. We'll try to remind you before they expire, but it's your responsibility to redeem them in time. If you leave the Hive Installer Club or your account is closed, you'll have 30 days to use any remaining points. After that, they'll expire.

## Fraud, Misuse and Disqualification

We take fraud seriously. If we believe your account is being used dishonestly — for example, claiming points for installations that didn't happen — we may suspend or close your account and cancel your points. We may also remove you from the programme if you misuse the rewards platform or breach these terms.

We reserve the right to audit reward claims and suspend redemptions pending investigation where fraud, error, or misuse is suspected.



Installation and Tariff Referral registrations will be disqualified if incomplete or illegible. It is your responsibility to ensure that sufficient details are provided for claims to be processed.

### Programme Changes and Termination

We may change or end the Hive Installer Club at any time. If we do, we'll give you notice and a chance to use your points before they expire.

### Promotional Offers

From time to time, we may run promotional offers or bonus point campaigns as part of the Hive Installers Club. These promotions may be subject to additional terms and conditions, including eligibility criteria, time limits, and availability.

Promotional offers will be communicated via email, the Hive Installers Club App, or other official channels.

Participation in any promotional offer is optional and subject to the terms stated at the time of the offer.

We reserve the right to modify or withdraw any promotional offer at any time without notice.

### Rewards Limitations and Exclusions

Rewards are subject to change at any time and must be used subject to any additional terms and the expiry date specified at the time each Reward is issued.

Rewards are only redeemable by you and cannot be transferred to any other person or exchanged for cash or any other consideration.

If a Reward constitutes a Taxable Benefit, you shall be responsible for any tax liability. We will not be responsible for any deductions or costs accrued by you or a third party in registering for, or redeeming, a Reward.

### Tax

Rewards you receive through the Hive Installers Club may have tax implications.

If a Reward constitutes a Taxable Benefit (for example, if it is considered income or a business incentive), you are responsible for declaring it and paying any tax due. We are not responsible for any personal or business tax liabilities, deductions, or reporting obligations that may arise from your participation in the rewards programme.

Where applicable, the value of a Reward may also be subject to VAT. In such cases, we will account for and pay any VAT due directly to HMRC. You will not be required to account for VAT on the Reward yourself. Unless otherwise stated, the value of each Reward is shown exclusive of VAT.

This means that while we handle any VAT due on the Reward, you remain responsible for any other tax obligations that may apply to you as a result of receiving it.

We will not provide tax advice or documentation to support your tax filings. You should seek independent advice to understand your obligations.

### Rewards Disclaimer and Liability

We accept no responsibility for any:

1. Reward, Installation or Tariff Referral registrations that are lost or delayed;
2. Reward, Installation or Tariff Referral registrations not received by any nominated closing dates;
3. Tariff Referral Links or rewards not used by any nominated expiry date;
4. Tariff Referral Links or rewards not used by any nominated expiry date, or where the customer uses the referral link but does not complete sign-up to a tariff for any reason, including British Gas Energy's decision not to contract with them; and/or
5. Loss or delay arising from out of date or incorrect contact information.

We run the Hive Installer Club in good faith, but we're not responsible for:

- Delays or failures by third-party suppliers
- Lost, stolen, or expired rewards
- Any loss you suffer from using or not being able to use a reward
- Any technical issues with the rewards platform or catalogue

Nothing in these terms limits your legal rights or our responsibility for things we can't legally exclude, like fraud or personal injury caused by our negligence.

## Installer Support Line

As a benefit of the Club membership, you will also obtain exclusive access to a priority installer support telephone line ("**Installer Support Line**"). The Installer Support Line will provide you with dedicated support regarding your Club account, commissioning Eligible Products, and claiming Rewards. The contact details for this priority line will be published in the Hive Installers Club App.

## Privacy

You are an independent data controller in respect of any personal data you collect from your customers, including where you choose to share a Hive referral link. You are solely responsible for ensuring that such data is collected and used lawfully, including in compliance with applicable data protection and electronic marketing laws.

Hive does not determine the means or purposes of your processing of customer data and is not responsible for your compliance with data protection obligations.

If you provide any personal data to Hive (for example, in connection with reward fulfilment), you must ensure that you have a lawful basis to do so and that the individual has been informed accordingly.

You agree to indemnify Hive against any claims, fines, or liabilities arising from your breach of data protection laws, including unlawful marketing or misuse of customer data.

## Limitation of Liability

We shall not be liable for any damages arising from your participation in the Club, including but not limited to direct, indirect, incidental, punitive, and consequential damages. You agree to indemnify and hold us harmless from any claims, liabilities, damages, and expenses arising from your actions or omissions.

We shall not be responsible for:

1. any costs incurred by you relating to any rewards;
2. any failure to fulfil a reward where such failure is caused by any supervening circumstances amounting to circumstances beyond our reasonable control and/or events which, without the fault of either party, render performance impossible or incapable of satisfactory execution;
3. any delay in issuing a reward to you; and
4. anything outside of our reasonable control.

We reserve the right to verify the validity of any reward or referral registration and to reject any registration if there are reasonable grounds to believe that you have:

1. tampered with the process;
2. not complied with these terms of membership or the terms of use for the Hive Installers Club App; or
3. committed any form of fraud, illicit behaviour or gained unfair advantage by fraudulent means.

If a reward or referral registration is rejected for these reasons, we may, at our discretion, revoke your membership of the Club and we will have no responsibility for any rewards or referral registrations not yet

received at the date of removal and any prior rewards shall be forfeited. Our decision is final and we reserve the right not to enter into detailed correspondence with you on the matter.

## Keeping us Updated

It is your responsibility to keep us informed of up-to-date contact details including but not limited to your email address.

## Termination

We reserve the right to terminate or suspend your membership in the Club at any time, without notice, for any reason, including if we believe you have violated these membership terms. Upon termination, you must cease all use of the Hive Installers Club trademark and delete all references to your membership.

## Governing Law

These membership terms are governed by and construed in accordance with the laws of England and Wales. Any disputes arising out of or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## Changes to Terms

We may revise these membership terms at any time by updating this document. You are expected to check this page from time to time to take notice of any changes we make, as they are binding on you.

## Contact Us

If you have any questions about these membership terms, please contact us via the Hive Installers Club App.