



HIVE SUMMER SALE – TERMS & CONDITIONS

Customer Terms and Conditions

Please read these Sale Terms carefully. They explain the Hive “Summer Sale” promotion (the Sale), which includes offers on Hive solar and Air Source Heat Pumps.

These Sale Terms relate only to the Sale itself. Purchases of Hive products and services, and any third-party products and services, remain subject to the applicable product terms, installation terms, finance / subscription terms, Hive general terms and conditions and any third-party terms and conditions.

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

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), except where these Sale Terms state that an offer is provided, funded or administered by another provider.

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

Sale Period means from 11:00 on 6 July 2026 to 23:59 on 27 July 2026 (UK time) (inclusive).

Sunsave means Sunsaver UK Limited and/or its relevant group company responsible for providing the relevant Sunsaver solar subscription product.

Sunsaver Offer means the separate Sunsaver-funded £750 discount made available to qualifying customers who proceed with an eligible Sunsaver solar subscription product during the Sale Period.

Qualifying Action means completing the required step(s) set out 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.

Discount means the discount described in the relevant offer section.



1. THE SALE (SUMMARY)

- 1.1. The Sale runs during the Sale Period and includes the following offers:
 - Solar: £750 off an eligible solar installation
 - Air Source Heat Pumps: £500 off your personalised heat pump quote
- 1.2. Unless stated otherwise, offers cannot be combined with any other promotion or discount applying to the same product or service. For the avoidance of doubt, different Summer Sale offers may be used in the same transaction or by the same customer where they relate to different products or services.

2. SALE PERIOD

- 2.1. The Sale runs during the Sale Period.
- 2.2. To benefit from an offer, you must complete the relevant Qualifying Action within the Sale Period and meet the specific conditions below.

PART A – OFFERS

3. SOLAR OFFER 1: £750 OFF AN ELIGIBLE SOLAR INSTALLATION

- 3.1. Eligible customers may receive £750 off the total price of an eligible solar installation when obtaining a quote during the Sale Period.
- 3.2. The £750 Discount has no cash value, cannot be exchanged, and no cash alternative is available.
- 3.3. 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 27 July 2026 (inclusive);
 - (e) accept your installation quote by 10 August 2026 (inclusive); and
 - (f) proceed with an installation delivered by an Independent Installer.
- 3.4. Registrations received after 27 July 2026 will not qualify for the offer.
- 3.5. 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.
- 3.6. Eligibility is not guaranteed and will only be confirmed following survey and any required approvals.
- 3.7. If the property is deemed unsuitable, the offer will not apply and no alternative offer, cash payment or compensation will be provided.
- 3.8. 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.
- 3.9. The £750 Discount applies to the total price of the eligible solar installation as set out in your personalised quote.
- 3.10. 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 £750 Discount and/or may need to re-quote. In such circumstances, the offer will not apply.

3.11. 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; and

(e) This offer does not apply to any Sunsaver solar subscription products. See Solar Offer 2 below for the separate Sunsaver Offer.

3.12. 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.

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

3.14. 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.

3.15. 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.

3.16. 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 by the Independent Installer in accordance with its assessment and terms.

4. SOLAR OFFER 2: £750 OFF AN ELIGIBLE SUNSAVER SOLAR INSTALLATION

4.1. Eligible customers may receive a separate £750 discount funded and administered by Sunsaver when proceeding with an eligible Sunsaver solar installation during the Sale Period.

4.2. The discount will be delivered as cashback via bank transfer within 30 days of installation being completed.

4.3. Hive may introduce you to Sunsaver, but Hive does not provide the Sunsaver installation or the Sunsaver-funded £750 discount.

4.4. To qualify for the Sunsaver Offer, you must:

(a) be a UK residential customer;

(b) own the property (or have authority) where installation will take place;

(c) request a quote or register your interest during the Sale Period;

(d) proceed through the Sunsaver customer journey and enter into the relevant Sunsaver customer agreement by 10 August 2026; and

(e) meet Sunsaver's property suitability, eligibility, affordability, credit assessment,



survey and product criteria and any additional Sunsaver terms and conditions applying to the Sunsaver product.

- 4.5. The Sunsaver Offer has no cash value, cannot be exchanged, and no cash alternative is available. It is limited to one redemption per household and cannot be combined with any other Sunsaver-specific promotion, discount or incentive unless Sunsaver expressly confirms otherwise.
- 4.6. The Sunsaver Offer is subject to property suitability, survey results, planning, building and technical requirements, Sunsaver availability and Sunsaver's eligibility and product criteria. If any of these criteria are not met, the Sunsaver Offer will not apply and no alternative offer, cash payment or compensation will be provided by Hive.
- 4.7. Deposits, cancellations, refunds, payment terms and complaints relating to the Sunsaver product or the Sunsaver Offer are governed by Sunsaver's terms and conditions and the customer's statutory rights.
- 4.8. Your contract for the relevant Sunsaver solar installation is with Sunsaver and/or the relevant Sunsaver group company identified in the customer journey, not Hive. Eligibility, survey outcomes, affordability or credit assessment, technical suitability, installation requirements, final pricing and the application of the Sunsaver-funded £750 discount are determined in accordance with Sunsaver's assessment and terms.

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

- 5.1. Customers can receive £500 off their personalised heat pump quote following their home survey, subject to eligibility and the steps below.
- 5.2. To qualify, you must:
 - (a) book a heat pump appointment or request a callback by 27 July 2026; and
 - (b) by 10 August 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.
- 5.3. Booking alone does not guarantee qualification.
- 5.4. This offer is limited to the first 100 qualifying customers (based on the time/date qualification is completed under clause 5.2(b)). Allocation is determined based on the time and date the final qualifying step is completed.
- 5.5. Once the 100 allocations are used, the offer ends even if the Sale Period is ongoing.
- 5.6. The offer is subject to property suitability, survey results and the Independent Installer's criteria.
- 5.7. 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).
- 5.8. 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.
- 5.9. If eligibility is not met, the offer will not apply and no compensation is payable.
- 5.10. This air source heat pump offer cannot be combined with any other air source heat pump-specific promotion, discount or incentive.
- 5.11. Your contract for your installation is with the Independent Installer, not Hive.



PART B – GENERAL TERMS (APPLY TO ALL OFFERS)

6. Offer limitations, exclusions and misuse

- 6.1. Offers have no cash value and cannot be exchanged for cash or credit.
- 6.2. Offers cannot be applied to orders placed before the Sale Period.
- 6.3. Unless stated otherwise, offers cannot be combined.
- 6.4. We may limit redemptions per customer, household or account.
- 6.5. If we reasonably suspect misuse, fraud or ineligible use, we may refuse redemption, void an order or withdraw the offer.

7. Returns, cancellations and refunds

- 7.1. 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).
- 7.2. Installation and third-party services: Where an offer involves installation and/or third-party services (e.g., solar or air source heat pump), cancellation and refunds are governed by the relevant Independent Installer and/or third-party terms and your statutory rights.

8. GENERAL TERMS

- 8.1. 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.
- 8.2. 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.
- 8.3. 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.
- 8.4. Separate product and services terms and conditions will apply.
- 8.5. For any queries or complaints related to this Sale, please visit <https://www.hivehome.com>.
- 8.6. These terms and conditions shall be governed by the laws of England and Wales.

9. DATA PROTECTION AND PUBLICITY



- 9.1. Any personal information provided will be held and used only by us, or our agents and suppliers, to administer the Sale. Where you proceed through a third-party customer journey, that provider will use your personal information in accordance with its own privacy notice.
- 9.2. 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>.
- 9.3. 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.