



Hive Air Source Heat Pump - Direct Mail 2026 Promotion

Customer Terms and Conditions

Please read these terms carefully. They explain the Hive Air Source Heat Pump Direct Mail 2026 promotion, which gives you £500 credited to your British Gas energy account when you install a Heat Pump with Hive and sign up to a British Gas energy tariff, subject to the eligibility rules below.

These terms only cover the Promotion itself. They do not cover the purchase or installation of the Heat Pump, or the British Gas energy tariff, which are subject to separate terms and conditions.

By participating in the Promotion, you acknowledge and agree to these terms and conditions.

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 provider of the services for your Heat Pump.

Customer – means you as a customer meeting the eligibility requirements as provided in section 2.

Heat Pump – means an air source heat pump purchased via our website (<https://www.hivehome.com>).

Hive Direct Mail – means the leaflet delivered to your home address with details of the Hive Direct Mail promotion and Direct Mail Code

Promotion Period – means 23 February 2026 to 6 April 2026 inclusive.

Installer – means the approved Hive installer for your Heat Pump installation.

Direct Mail Code – means the unique code provided in the Hive Direct Mail communication.

1. Promotion

1.1 This offer entitles customers to receive a £500 credit to their British Gas energy account upon successful installation of a Heat Pump purchased via our website (<https://www.hivehome.com>) and are, or become, a customer on a British Gas energy tariff, subject to meeting all the eligibility criteria below (the “Promotion”).

1.2 The Promotion is available only to Customers who received the Hive Direct Mail and quote the Direct Mail Code when requesting a Heat Pump installation quote.

1.3 The Promotion is not redeemable against or transferable to any other products or services.



- 1.4 Customers must complete a redemption form, which will be sent after installation of the Heat Pump is complete.
- 1.5 No cash payment will be made to your personal bank account, and there is no cash alternative to this Promotion.
- 1.6 The Promotion cannot be used in conjunction with any other offer.
- 1.7 The £500 credit will be applied to the Customer's British Gas energy account within a reasonable period after a valid redemption claim has been approved. Where a Customer has more than one British Gas energy account, the credit will be applied to the account associated with the eligible Heat Pump installation.

2. Eligibility

2.1 To be eligible for the Promotion, you must:

- a) be a resident of the UK aged 18 years or over;
- b) have received the Hive Direct Mail and quote the Direct Mail Code when requesting a Heat Pump installation quote;
- c) have requested a quote by 23 March 2026 (inclusive);
- d) have had your property assessed and deemed suitable for the installation of a Heat Pump by the Installer;
- e) have paid the £200.00 holding fee deposit to the Installer by 6 April 2026 (inclusive);
- f) have completed the successful installation of the Heat Pump within ninety (90) days after the end of the Promotion Period.

If installation is delayed due to circumstances outside the Customer's reasonable control (including, without limitation, delays arising from the availability of the Installer, supply chain issues, or regulatory or planning requirements), the installation deadline will be extended only for as long as those circumstances continue; and

- g) be an existing British Gas energy customer with a British Gas energy tariff, or, if you are not an existing British Gas energy customer, sign up to a British Gas energy tariff within ninety (90) days after the end of the Promotion Period.

2.2 You must also complete the redemption form (which will be emailed to you after installation is complete) within ninety (90) days of receiving that email.

There may be instances where the Installer is unable to offer a Heat Pump for your property (for example, due to technical, regulatory, or site-specific reasons). In such cases, you will not be eligible for the Promotion and the Promotion is not redeemable on other products or services.

3. Cancellations

- 3.1 If you cancel the Heat Pump installation, or if the installation does not proceed because your property is deemed unsuitable following assessment by the Installer, or for any other reason, you will not receive the £500 credit for the Promotion.
- 3.2 Separate cancellation terms and conditions for products and services may apply.

4. What we are not responsible for

- 4.1 We are not responsible for installation of the Heat Pump or any contractual relationship between you and the Installer.



- 4.2 We are not responsible, to the extent permitted by law, for any costs, loss, or damage that you or anyone else suffers as a result of you not receiving the Promotion or being unable to receive the Promotion due to ineligibility, our inability to contact you, or any other reason outside of our control.
- 4.3 You are responsible for ensuring that we have your up to date personal and contact details.

5. General terms

- 5.1 We reserve the right to hold, void, suspend, cancel, amend or withdraw this Promotion at any time without notice, including (without limitation) 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 the Promotion prior to the date of withdrawal or amendment.
- 5.2 We reserve the right to withhold, refuse or recover the Promotion where we reasonably believe there has been fraudulent, improper or abusive use of a Direct Mail Code or the Promotion.
- 5.3 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.
- 5.4 These terms and conditions are effective from 23 February 2026 and may be subject to change. Please check for updates regularly.
- 5.5 Separate product and services terms and conditions will apply.
- 5.6 For any queries or complaints related to this Promotion, Hive or Heat Pump installs, visit <https://www.hivehome.com> or the Installer's website.
- 5.7 These terms and conditions shall be governed by the laws of England and Wales.

6. Data Protection and Publicity

- 6.1 By participating in the Promotion, you agree that we may use your name and town or county of residence for promotional purposes related to the Promotion.
- 6.2 Any personal information provided will be held and used only by us, or our agents and suppliers to administer the Promotion.
- 6.3 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>.
- 6.4 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.