



# Hive Installers Club

Hive Installers Club BETA Pilot Terms (14 July 2025)

# Contents

Introduction	3
Information about us and contact details	3
Complaints	3
Membership Terms	4
Definitions	4
Membership Eligibility	4
Independent Status	4
Feedback	5
Use of Hive Trade Marks and Public Statements	5
Rewards	5
Rewards Disclaimer and Liability	8
Installer Support Line	9
Confidentiality	9
Privacy	9
Keeping us Updated	10
Termination	10
Governing Law	10
Changes to Terms	10
Contact Us	10

# Introduction

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

This Pilot is part of an early-stage evaluation of Hive's installer engagement programme and may include variable experiences, features, and reward levels across participants.

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, and that Centrica Hive Limited is the data controller of your personal data.

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).

This Pilot is being run using a third-party platform, Firebase, to support early testing of the Hive Installers Club App.

You can contact us by email at [betatrial@hivehome.com](mailto:betatrial@hivehome.com).

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

- **"Firebase"** means the third-party platform used to host and operate the Hive Installers Club App during the BETA Pilot.
- **"Eligible Product(s)"** includes all Hive products, available in the UK or Ireland.
- **"MS Form"** means the Microsoft Form used to register installations during the BETA Pilot.
- **"Pilot"** refers to the Hive Installers Club BETA Pilot.
- **"Pilot Manager"** means the Hive representative coordinating feedback and communications during the BETA Pilot.
- **"Pilot Period"** means the duration of the BETA Pilot, currently expected to run from 7 July 2025 to 11:59pm on 7 September 2025, unless extended or terminated earlier.
- **"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 BETA Pilot 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 Pilot 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 Pilot, you confirm that you meet these eligibility criteria.

You also acknowledge that reward values and experiences may vary between participants as part of the Pilot's design.

You also agree to participate in the Pilot for its full duration (unless withdrawn earlier), and to provide feedback as described in the "Feedback" section below.

## Independent Status

By joining the Pilot, 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 Pilot 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.

## Feedback

As part of the BETA Pilot, you may choose to complete a short feedback form after each Hive installation you carry out and provide ad-hoc feedback to our Pilot Manager during the course of the Pilot.

Your feedback may be used to evaluate installer experience, product performance, and reward effectiveness.

The Pilot Manager may set up a WhatsApp group for participants. If you do not wish to be included, you must provide feedback via email instead.

We may also invite you to an optional 1-hour Hive upskilling session.

## Use of Hive Trade Marks and Public Statements

You are not granted any rights to use the Hive or Hive Installers Club names, logos, trade marks, or other brand assets (“**Hive Marks**”) in any form, whether physical or digital. This includes, but is not limited to, use on websites, social media, marketing materials, vehicles, uniforms, or email signatures.

We may, in the future, permit limited use of the Hive Installers Club trade mark. If and when that happens, we will update these terms and provide clear guidance on permitted use. Until such time, any use of the Hive Marks is strictly prohibited.

You must not make any public statements, posts, or comments—whether online or offline—that could reasonably be seen to damage the reputation of Centrica, Hive, or the Hive Installers Club. This includes, but is not limited to:

- Posting negative or disparaging content about Hive, Centrica, or the Hive Installers Club on social media, forums, blogs, or review sites;
- Making misleading or false claims about your relationship with Hive or Centrica;
- Implying endorsement, partnership, or affiliation where none exists;
- Presenting yourself as an employee, agent, or authorised representative of Hive or Centrica;
- Engaging in any conduct that could mislead others about your role or relationship with Hive or Centrica.

This includes commentary on reward structures, product performance, or pilot design that has not been approved for public release.

We reserve the right to monitor public channels, including social media, for misuse of our brand or conduct that may harm our reputation. We may take appropriate action, including suspension or termination of your membership.

These obligations will continue to apply even after your membership of the Hive Installers Club or Pilot ends.

You agree to indemnify and hold us harmless from any claims, liabilities, damages, or expenses arising from your breach of this clause.

## Rewards

By participating in the Pilot, you will be eligible to redeem Installation Rewards and/or Tariff Referral Rewards via MS Form and Firebase-hosted App.

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

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

## Types of Rewards

### Installation Rewards

During the BETA Pilot, you may receive an Amazon gift card for each Eligible Product you install and register using the App. The value of the gift card will vary depending on the control group you are assigned to as part of the Pilot.

- Reward values may range from £1 to £5 per installation, depending on your assigned group.
- You will be notified of your assigned group and applicable reward value at the start of your participation.

Installation Rewards can only be redeemed via:

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

When registering an Eligible Product, you must complete and correctly submit the necessary registration form on the 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 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 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 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 until the expiry date stated at the time of issue. Each time one of your customers residing within UK or Ireland purchases a tariff using your Tariff Referral Link and the plan remains active passed the 14-day cool off period, it will amount to a Qualifying Purchase ("**Qualifying Purchase**").

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 eligible to receive a gift card valued at up to £50. You may choose from Amazon, Aldi, or PayPal gift cards. Validation may take up to 28 days from the date the Qualifying Purchase is confirmed.

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.

### 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.

### Gift Card Expiry

Gift cards expire 12 months after they've been issued unless you use them.

### Fraud, Misuse and Disqualification

We take fraud seriously. If we believe your account is being used dishonestly — for example, claiming Rewards 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.

This includes any attempt to manipulate or exploit the variable reward structure being trialled during the Pilot.

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.

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 App; or
3. committed any form of fraud, illicit behaviour or gained unfair advantage by fraudulent means.

This includes submitting false or duplicate installation records, or coordinating with others to distort the outcome of the Pilot.

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.

### Programme Changes and Termination

We may change or end the Pilot at any time. If we do, we'll give you notice.

We may also modify the structure, value, or availability of rewards during the Pilot to support testing and evaluation.

### 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.

Reward values may vary between participants as part of the BETA Pilot.

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.

This applies regardless of the reward value or the control group you are assigned to during the Pilot.

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.

### 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; and/or
4. Loss or delay arising from out of date or incorrect contact information.

We do not guarantee that all participants will receive the same reward value, and participation in the BETA Pilot constitutes acceptance of this variability.

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 App.

## Confidentiality

By participating in the Pilot, you may become aware of new products, features, or services that are not yet public. You agree not to:

- Share any information about the Pilot publicly (including on social media or forums)
- Disclose any confidential information to third parties without our written permission
- Use any information from the Pilot outside the scope of your participation

You may be required to delete confidential materials at the end of the Pilot.

## 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 also acknowledge that the App is hosted on Firebase during the BETA Pilot, and that any data you submit via the App may be processed through third-party systems. We will take reasonable steps to ensure that such processing complies with applicable data protection laws.

## 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.

This includes any claims relating to the structure, value, or fairness of rewards issued as part of the BETA Pilot.

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.

This includes any issues arising from the use of third-party platforms (such as Firebase or rewards providers) used to administer the Pilot.

If defective digital content which we have supplied, such as the App, damages any of your devices or digital content and this is caused by our failure to use reasonable care and skill, we'll either repair the damage or pay you compensation. However, we won't be liable for damage which you could have avoided by following our

advice to apply an App update offered to you, or for damage which was caused by you failing to correctly follow installation instructions or to have in place any advised minimum system requirements.

We are not responsible for:

1. your broadband internet connection – if you have any issues, you should contact your broadband provider; or
2. providing a smartphone, computer or internet browser that is compatible with Hive products and services.

## 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 may suspend, vary, or terminate the Pilot at any time. Where possible, we will give you prior written notice. Upon termination, you must cease all use of the Hive Installers Club and any associated materials 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 App.

For BETA Pilot-specific queries, you can also contact us at [betatrial@hivehome.com](mailto:betatrial@hivehome.com).