



Hive Air Source Heat Pump Black Friday 2025 Offer

Customer Terms and Conditions

Please read these terms carefully. They explain the Black Friday 2025 offer, which gives you £500 off a Heat Pump when Hive refers you and you then purchase a Heat Pump from 21 Degrees or Glow Green, subject to the eligibility rules below. These terms only cover the offer itself. They do not cover the purchase or installation of the Heat Pump. Those terms are provided by 21 Degrees and Glow Green and will be available directly from them.

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

Any definitions included in the installer's standard terms and conditions shall also apply to these terms.

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

21 Degrees – means 21 Degrees Limited (company number 04635311), with registered office at Unit 10 Apollo Court, Koppers Way, Monkton Business Park, Hebburn, Tyne And Wear, NE31 2ES, as the Installer of your Air Source Heat Pump.

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

Glow Green – means Glow Green Limited (company number 07530174), with registered office at 26-32 Oxford Road, Avalon, Bournemouth, England, BH8 8EZ, as the Installer of your Air Source Heat Pump.

Heat Pump – means an air source heat pump from any manufacturer as recommended and supplied by the Installer, unless otherwise specified in the offer details.

Home Energy Scotland Grant – means the Scottish Government grant for home energy improvements.

Installer – means 21 Degrees or Glow Green.

1. Offer

- 1.1. This offer entitles customers to receive a £500 discount on the purchase and installation of a Heat Pump from an Installer following a referral from our website (<https://hivehome.com/>), subject to the eligibility criteria below (the "Offer").



- 1.2. The £500 discount will be applied to your personalised quote for a Heat Pump following completion of a home survey.
- 1.3. The Offer is available to customers who book a Heat Pump appointment or request a call back by 11:59pm on 1 December 2025 via our website ("Offer Period") and meeting the eligibility criteria set out in section 2.
- 1.4. The Offer is limited to the first 100 qualifying customers who meet all eligibility criteria.
- 1.5. The Offer is not redeemable against or transferable to any other products or services.
- 1.6. The Offer is co-funded by us and the Installers. You will purchase any Heat Pump and associated installation from the Installer and the Installer shall fulfil this offer.

2. Eligibility

- 2.1. To be eligible for the Offer, you must:
 - a) be a resident of the UK aged 18 years or over;
 - b) book a Heat Pump appointment or request a call back by 1 December 2025;
 - c) pay your deposit, be accepted for finance, or be approved for the Home Energy Scotland Grant by 15 January 2026;
 - d) have your property assessed and deemed suitable for the installation of a Heat Pump by the Installer;
 - e) accept your quotation for a Heat Pump before its expiration date or 15 January 2026, whichever is sooner; and
 - f) ensure that your personal details and installation address are input correctly and up to date.
- 2.2. 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 Offer and the Offer is not redeemable on other products.

3. Cancellations

- 3.1. If you cancel your installation after the discount has been applied and before installation, the Installer reserves the right to deduct the value of the Offer from any refund due.
- 3.2. Where you have arranged finance and you cancel after the Offer has been applied, the Installer may request that the value of the Offer be returned. If you fail to return the Offer amount, the Installer may bring a claim against you and/or initiate debt collection procedures.

4. What we are not responsible for

- 4.1. Hive is not responsible for the fulfilment of this Offer, nor for any contractual relationship between the Customer and the Installer. The provision of and installation of a Heat Pump is provided by the Installer.



- 4.2. Hive and/or the Installer is not responsible for any costs, loss, or damage that you or anyone else suffers as a result of you not receiving the Offer or being unable to use the Offer due to ineligibility, lack of approval for finance or grant, or any other reason outside of Hive's or the Installer's control.

5. General terms

- 5.1. Hive and the Installers reserve the right to hold, void, suspend, cancel, amend or withdraw this Offer at any time without notice. Any such withdrawal or amendment will not affect customers who have already qualified for the Offer prior to the date of withdrawal or amendment.
- 5.2. 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.
- 5.3. By expressing interest in purchasing a Heat Pump through Hive or the Installer, you acknowledge and agree to these terms and conditions.
- 5.4. These terms and conditions are effective from 17 November 2025 and may be subject to change. Please check for updates regularly.
- 5.5. For any queries related to Hive or Installer Heat Pump installs, or if you would like to make a complaint about this Offer, visit hivehome.com or the relevant Installer's website, or call the contact number provided in your quote.
- 5.6. 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 Offer, you agree that Hive and/or the Installers may use your name and town or county of residence for promotional purposes related to the Offer.
- 6.2. Any personal information provided will be held and used only by **us** (Hive), the Installers, or their agents and suppliers to administer the Offer.
- 6.3. **We** (Hive) 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 the Privacy Notice for Hive at 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.