

At tepeo we aim to make everything as straightforward as we can.

Our terms and conditions are written in plain English and are as jargon-free as possible. If you would like any help or more information, please get in touch with our customer services team at customer.service@tepeo.com

1. THESE TERMS

1.1. What these terms cover.

These are the terms and conditions under which we offer the Refer a Friend promotion on our products (defined as the Zero Emission Boiler (ZEB®) that has been manufactured by tepeo and supplied in the United Kingdom) to you (the Customer). We may change these Terms from time to time.

1.2. Why you should read them.

It is important that you read these Terms carefully before you register for or claim the Offer available in this Promotion.

1.3. Interpretation of these Terms.

"We", "us" or "our" refers to tepeo Limited ("tepeo") the Company providing the offer. "You", "your" refers to the Customer who purchases and owns the tepeo Product. When we use the words "writing" or "written" in these Terms, this includes digital communications such as emails and text messages.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

2.1. Who we are.

We are tepeo Limited, a company incorporated in England and Wales with company number 11392873, whose registered office address is at 630 Wharfedale Road, Winnersh, Wokingham, England, RG41 5TP.

2.2. How you can contact us (including to tell us about a problem with our goods or services):

2.2.1. by emailing us at customer.service@tepeo.com

- 2.2.2. by telephoning our Customer Care Team on 020 7072 5540

The line is open: Monday - Friday : 8am - 6pm and Saturday: 9am - 2pm but will be closed outside of these times including on public holidays; please visit our website www.tepeo.com/support for more information. Please check with your network provider for costs associated with phoning this number.

- 2.2.3. by writing to us at tepeo Limited, 630 Wharfedale Road, Winnersh, Wokingham, England, RG41 5TP.

3. REFER A FRIEND OFFER TERMS AND CONDITIONS:

- 3.1. Offer is available with tepeo in the UK and Jersey. The referee needs to be located in a place where tepeo currently delivers and installs.
- 3.2. The referring person needs to have already had a Zero Emission Boiler (ZEB®) installed by tepeo/a tepeoPRO and the referee is a new customer of tepeo or a tepeoPRO authorised installer.
- 3.3. Any referrals will be automatically voided if the referee decides to cancel their purchase from tepeo. The referral is only successful once the purchase is completed, and the ZEB installed and commissioned by the installer.
- 3.4. The referee needs to have installed and commissioned their ZEB within 3 months of the promotional email being sent (excluding issues due to tepeo fault i.e. tepeo not being able to arrange an engineer in time).
- 3.5. The offer is not valid in conjunction with any other offer, promotion or discount.
- 3.6. One discount code only per referee and per order.
- 3.7. Offer is valid on the ZEB only and not in relation to any other products or services sold by tepeo or a tepeoPRO.
- 3.8. The referrer and referee will each be transferred £250 within 4 weeks of the friend or family member's ZEB purchase being installed and commissioned. During busy periods, this may take longer.
- 3.9. Customers are deemed to have accepted and agreed to be bound by these terms and conditions upon using the refer a friend scheme.
- 3.10. tepeo reserves the right to change these terms and conditions at any time without notice and to remove, suspend or amend this offer at any time. These terms and conditions apply to all referrals made on or after 23.01.24.

- 3.11. These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.
- 3.12. We collect and process your personal data in accordance with our privacy notice which can be found at: www.tepeo.com/privacy-policy.
- 3.13. To be eligible for this offer you must be a UK or Jersey resident aged 18 or over.
- 3.14. Employees of tepeo and their immediate families are not eligible to take part in this offer.
- 3.15. By entering, you agree to be bound by these Terms and Conditions.
- 3.16. In the event of any dispute regarding the Terms and Conditions, the conduct, results and any other matters relating to this, the decision of the Company shall be final and no correspondence or discussion shall be entered into.
- 3.17. tepeo reserves the right to amend the terms of, or cancel, this offer at any time.