

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 Octopus Energy promotion on our Products (defined as the Zero Emission Boiler - ZEB®) and Services (defined as the tepeo Care Plan) provided 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 and Services.

"Octopus", "Octopus Energy" refers to Octopus Energy Ltd, a company registered in England and Wales. Registered number: 09263424. Registered office: UK House, 5th floor, 164-182 Oxford Street, London, W1D 1NN.

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. OCTOPUS ENERGY OFFER TERMS AND CONDITIONS:

- 3.1. The offer is available with tepeo in the UK and can only be used in areas where tepeo currently deliver and install our Products.
- 3.2. The offer is for new customers of tepeo only.
- 3.3. The offer is for current customers of Octopus Energy only.
- 3.4. Any offers will be automatically voided if you decide to cancel your purchase from tepeo. The offer is available once the Products (Zero Emission Boiler) are installed and commissioned.
- 3.5. You need to claim the offer within 30 days of your ZEB installation and commissioning for the offer to be valid. You can do this by emailing customer.service@tepeo.com with your unique Octopus customer ID, provided to you by Octopus Energy, and signing up to the tepeo Care Plan via the instructions provided by tepeo.
- 3.6. The offer is not valid in conjunction with any other offer, promotion or discount.
- 3.7. This offer can only be redeemed once per customer.
- 3.8. Offer is valid on the Care Plan only and not in relation to any other products or services sold by tepeo or a tepeoPRO installer.
- 3.9. The offer will be applied as a discount to the tepeo Care Plan, reducing the price for the first 12 months to zero and reverting to the standard price thereafter.
- 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 purchases made on or after 13 May 2024.



- 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 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.