

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](mailto:customer.service@tepeo.com)

## **1. THESE TERMS**

### 1.1. What these terms cover.

These are the terms and conditions under which we offer the Smart Energy Marlow Free Delivery 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](mailto:customer.service@tepeo.com)

- 2.2.2. by telephoning our Customer Care Team on 0118 228 0456

The line is open Mon-Fri 9am-5pm, but will be closed outside of these times including on public holidays; the opening times may be changed from time to time as notified on our website [www.tepeo.com/support](http://www.tepeo.com/support). 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. TEPEO WINTER OFFER FREE DELIVERY PROMOTION TERMS AND CONDITIONS:**

- 3.1. This offer is only valid for Customers placing an order for a ZEB with tepeo before 31st December 2023.
- 3.2. The ZEB must then be delivered before 31st March 2024.
- 3.3. This offer is limited to one use per customer and covers the delivery of one Zero Emission Boiler. Orders containing multiple products, or multiple deliveries will only receive one free delivery for one Zero Emission Boiler (ZEB®).
- 3.4. The offer is restricted to 500 Customers only. This will be determined on a first-come, first-served basis as the offer is claimed by Customers. Any claims of this offer after the 500th claim has been made will not be eligible for the offer.
- 3.5. This offer is valid for free delivery up to £300 inclusive of VAT (a "Standard Delivery") within the areas covered by tepeo at the time of registration. Details of delivery coverage can be found at [www.tepeo.com/faq](http://www.tepeo.com/faq). This offer is not available for deliveries to locations outside of the locations specified, nor where the delivery is non-standard (determined following a survey of your property).
- 3.6. The offer must be claimed by 31st December 2024.
- 3.6.1. To claim the offer, an order must be placed following a valid quotation or invoice having been provided to you by tepeo.
- 3.6.2. A quotation or invoice will only be provided following a survey of your property by tepeo or one of our trusted tepeoPRO installation partners to verify that a ZEB is suitable for your home and that delivery is feasible. Suitability for our product and feasibility of delivery are at tepeo's sole discretion following this survey.
- 3.6.3. Placing an order requires payment in full and acceptance of our terms and conditions available at [www.tepeo.com/terms](http://www.tepeo.com/terms).

- 3.6.4. The offer will be applied to your order as a discount on the delivery costs provided within the quotation or invoice.
- 3.6.5. Any orders placed after the 31st December 2023 will not qualify for this promotion and delivery will be charged at our standard rate at the time.
- 3.6.6. If a survey cannot be arranged at a time and date that is acceptable to both parties, or if a quote or invoice cannot be provided (with reasonable endeavours to do so) then tepeo will not extend or modify these terms, nor the offer and you may not be able to claim the offer.
- 3.7. This offer cannot be used in conjunction with any other offers. All existing active promotions must expire before the new offer can be used.
- 3.8. No cash alternative will be offered.
- 3.9. To be eligible for this offer you must be a UK resident aged 18 or over.
- 3.10. Employees of tepeo and their immediate families are not eligible to take part in this offer.
- 3.11. By entering, you agree to be bound by these Terms and Conditions.
- 3.12. 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.
- 3.13. tepeo reserves the right to amend the terms of, or cancel, this offer at any time.