

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 VAT Cashback promotion on our products (defined as the ZEB-40R-03 Zero Emission Boiler 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" or "Customer" refers to the End User 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. VAT CASHBACK OFFER TERMS AND CONDITIONS:

- 3.1. Offer is available with tepeo in the UK and can only be used by a customer where tepeo currently delivers and installs.
- 3.2. The cashback offer is for new customers of tepeo only.
- 3.3. Customers are eligible to receive a cashback reward equivalent to the VAT paid on their ZEB installation invoice(s) including ZEB hardware purchase, accessories and sundries, up to a maximum of £2,000.
- 3.4. Customers need to have placed an order and received delivery of a ZEB-40R-03 Zero Emission Boiler between 00.01 (GMT) on 21st November 2024 and 23.59 (GMT) on 31st March 2025 (excluding issues due to tepeo fault i.e. tepeo not being able to arrange delivery in time) and installation must be completed by 23.59 (GMT) on 31st May 2025.
- 3.5. Customers must submit their cashback claim within 60 days of date of delivery. Claims require:
 - Valid invoice(s) for the ZEB installation showing the VAT amount.
 - Proof of installation.
- 3.6. Cashback will be paid via bank transfer within 4 weeks of claim approval. During busy periods, processing may take longer.
- 3.7. For the avoidance of doubt, any offers will be automatically voided if the customer decides to cancel their purchase or fails to complete the installation and commissioning process.
- 3.8. The offer is not valid in conjunction with any other offer or promotion.
- 3.9. One claim only per customer.
- 3.10. By submitting a cashback claim under this promotion, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions.

- 3.11. 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 orders placed on or after 21 November 2024.
- 3.12. 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.
- 3.13. We collect and process your personal data in accordance with our privacy notice which can be found at: www.tepeo.com/privacy-policy.
- 3.14. To be eligible for this offer you must be a UK resident aged 18 or over.
- 3.15. Employees of tepeo and their immediate families are not eligible to take part in this offer.
- 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.