

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

These Terms and Conditions (the **Trial Terms**) govern your participation in the tepeo NEAT HEAT Trial (the **Trial**).

In order to participate in the Trial you will be required to sign up to the following terms and conditions:

- **Trial Terms** - These Trial Terms are specific to the tepeo NEAT HEAT Trial. They apply to all participants in the Trial.
- **Sale Terms** - these are the terms which govern the provision and installation of the Products. These terms will be entered into directly between you and tepeo prior to installation.
- **Guarantee Terms** - these are the terms which govern the manufacturers guarantee provided for the Products. To receive this guarantee, the Guarantee Terms will be entered into directly between you and tepeo after installation.
- **Partner Terms** - in addition, separate terms and conditions will apply to the energy tariff provided as part of this Trial (the **Partner Terms**). It's very important that you read and properly understand these Partner Terms before you book a Survey or an Installation appointment as we will not be able to complete your Installation if you later refuse to sign the Partner Terms.

1. THESE TERMS

1.1. What these terms cover.

These Terms and Conditions (the **Trial Terms**) govern your participation in the tepeo NEAT HEAT Trial (the **Trial**). .

Specific terms relating to our product guarantee, service plan and our app can be found at www.tepeo.com/terms

1.2. Why you should read them.

It is important that you read these Terms carefully before placing an order.

1.3. Interpretation of these Terms.

“We”, “us” or “our” refers to tepeo Limited (“tepeo”) the Company.

“You”, “your” refers to the Customer who 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.

Any concession, latitude or waiver allowed by tepeo at any time shall be without prejudice to their strict and full rights under this contract and shall not prevent tepeo subsequently exercising such rights.

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 0118 228 0424

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. 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.

2.3. **There are no gas connections or supplies to any tepeo products.** If you smell gas or are worried about gas safety, please phone the National Gas Emergencies number on 0800 111 999. Only use a mobile phone from outside the property. The number is free and available 24 hours a day.

2.4. **How we may contact you.** If we need to contact you, we will do so by telephone or by writing to the email address or postal address you provided to us in your order or via the tepeo app.

3. Our Partners

3.1. As well as tepeo, other companies are mentioned in these Trial Terms - these are: OVO Energy and UK Power Networks. These companies help us to provide you with the Trial Services. Here is a bit about what each company does as part of the Trial:

3.1.1. OVO Energy (OVO): OVO are an energy supplier leading the transition to Net Zero. In the Neat Heat Trial, they are providing a type-of-use Bolt-On where you will pay a different rate for the energy used to charge your Zero Emission Boiler to the rest of your home. This is to help minimise running costs. OVO will also provide smart meter upgrades (if required and if possible) and can support a change of supplier as part of signing up to the Trial.

3.1.2. UK Power Networks (UKPN): UKPN are a Distribution Network Operator covering the South East and East of England. In the Neat Heat Trial, they are providing funding via the Ofgem Network Innovation Allowance and can support fuse upgrades in properties where the main fuse is undersized for the trial (subject to site survey).

3.1.3. For more information about OVO and UKPN please click [here](#).

3.2. Partner Terms

3.2.1. To participate in the Trial, you must agree to both OVO Energy's Core Terms and Conditions for the energy supply to your home and the Neat Heat trial terms and conditions which are specific to this trial. OVO's Core Terms and Conditions can be found [here](#). OVO's Neat Heat Bolt-On terms and conditions can be found [here](#).

3.2.2. If you do not wish to sign up to the relevant Partner Terms, unfortunately we will not be able to complete the Installation of the Products and you will not be able to participate in the Trial.

3.2.3. If you have any queries on any of the above terms and conditions or the Trial in general, please feel free to contact us at customer.services@tepeo.com.

4. How the Trial works

4.1. You will need to first register your interest by completing the sign-up form at www.tepeo.com/neatheat

4.2. We will then check your eligibility based on the information provided and, if require, ask for any additional information or clarification by email

- 4.3.** If eligible, you will be asked to complete a telephone or video survey to check key eligibility criteria for your home. This is also an opportunity to discuss the trial or products.
- 4.4.** If eligible, you will be asked to complete a home survey with tepeo or our installers to complete a final check of eligibility and to determine the scope of work for installation.
- 4.5.** Following the home survey, if eligible, you will be invited to join the trial. You will need to change your energy supplier to OVO before proceeding to installation (see 3.2) and sign up to OVO's Neat Heat Bolt On.
- 4.6.** We will schedule the installation at a time that is convenient to you and supply and fit the Products.
- 4.7.** After installation, we will monitor the electricity consumption of the Zero Emission Boiler. As part of your participation in the Trial, we and our Partners will access and share information generated, collected, processed or stored by your Products and collect other information about your electricity usage. This information will be used to monitor your system and ensure it is working effectively. Your data will help us understand the viability of rolling out this innovative heating solution at a large scale, and we will use your aggregated, anonymised data in our energy systems monitoring.
- 4.8.** As part of your participation in the Trial, we will also share your Personal Data (such as name and address) with our trial Partners.
- 4.9.** For more info about how your data will be used during the trial please see Section 10 and a link to our Privacy Notice [here](#).
- 4.10.** You accept that this is a trial offering, and that the purpose of the Trial is to assess the viability of using the Products to provide a low-carbon source of heat and hot water. As with any trial product there may be occasions where your Heating System does not function as planned. By taking part in the Trial you acknowledge that there may be times where your Heating System is not fully functional. We will always work to minimise the impact of any issues on you but neither we or our trial Partners will be liable for any losses you may suffer as a result.

5. Trial Eligibility

- 5.1.** To take part in the Trial, you'll need to meet and comply with the conditions set out in this Section (the Eligibility Criteria) throughout the Trial Period.
- 5.2.** In order to be able to join the Trial:

- 5.2.1.** you must be the homeowner of the Property where the Products will be installed and this Property needs to be your principal residence;
- 5.2.2.** you must confirm that no one in your household has a requirement for constant heat and hot water;
- 5.2.3.** you must have any necessary permissions from other third parties, including your insurance companies and mortgage providers to install the Products at your Property. We won't be responsible if we carry out work and you don't have the necessary permissions. You'll be responsible for any losses that you or we suffer as a result of you failing to get the right permissions;
- 5.2.4.** your Property must be situated in UKPN's region of coverage and UKPN must be your DNO. You can check your DNO [here](#);
- 5.2.5.** you must have a suitable inside space to install the Products - large enough to fit a Zero Emission Boiler with the required clearances, with adequate access to the intended installation location and a floor which is suitable for the product weight. Details of the Product installation requirements can be found in our Sale Terms [here](#);
- 5.2.6.** your total annual fuel consumption for space heating and hot water must not exceed 12,000kWhs (or equivalent);
- 5.2.7.** your heating system must be in full working order at the time of installation (working controls, valves, pumps, expansion vessels and free of leaks or other defects which affect the system's expected operation);
- 5.2.8.** the main fuse supplying your home must be of a suitable capacity for the Products in addition to the other electrical loads in your home. This will be determined during the Surveys, but if a fuse upgrade is required, this must be completed prior to installation and is part of the eligibility for the Trial. Details on the process for fuse upgrades can be found [here](#);
- 5.2.9.** the Installation of the Heating System must not require substantial structural alterations to be made to your Property;
- 5.2.10.** following the Installation, allow us (if we require) to control your Product's charging and electricity consumption for the duration of the Trial Period;
- 5.2.11.** you must agree to the relevant separate Partner Terms. See Section 3 for more details; and

5.2.12. you agree to take part in customer research relating to the Trial. For details please see details of the research activities that may take place [here](#).

5.3. During the Trial Period, you must:

5.3.1. Comply with all the relevant terms and conditions of our Partners which can be found [here](#) and stay with OVO for your energy supply with OVO's Neat Heat Bolt On and not switch energy suppliers or tariffs. You are able to switch away at any time but you would no longer be able to continue with the Trial and clause 5.5 would apply.

5.3.2. permit tepeo and our Installation Partners access to your home in order to carry out Surveys, installation works, repairs and maintenance on your Heating System.

5.3.3. keep your Products online (and connected to tepeo's systems) at all times and notify tepeo of any connectivity issues as soon as possible;

5.3.4. allow us to control your Products via tepeo's platform (subject to clause 3.2).

5.4. Entry into the Trial is at our absolute discretion and you acknowledge that you might not be able to join the Trial regardless of whether you satisfy the Eligibility Criteria.

5.5. If you no longer meet the Eligibility Criteria during the Trial Period due to circumstances within your control, we reserve the right to charge you for the cost of the Products and/or the cost of their installation. You will be responsible for the cost of removing the Products from your Property if you do not want to keep them during or after the Trial and for the cost of installing a replacement heating system.

6. Surveys and Installations

6.1. The contract for the On-Site Surveys, the design and Installation of the Heating System is between you and tepeo and/or the relevant Installation Partner.

6.2. Notwithstanding, clause 6.3 whether the Installation is carried out is at our absolute sole discretion and subject to the findings of the Remote and On-site Surveys of your Property. We'll let you know if we are unable to carry out the Installation and allow you to participate in the Trial as a result of the Surveys and we won't be liable to you in any way in the event that you are not able to have the Products installed and join the Trial as a result of the Surveys or for any other reason.

6.3. We will let you know if you are able to participate in the Trial following the Surveys. You will then have the option to choose whether or not to proceed with the Trial and book an

Installation. You are not under any obligation to proceed with the Trial or book an Installation.

- 6.4.** You agree to provide the Surveyor with access to your Property to carry out the On-Site Survey and the Engineer(s) with access to your Property to carry out Installation (if you are eligible/decide to proceed with the Trial after the Surveys). Surveys and Installations will be carried out by tepeo or by suitably qualified Engineers from tepeo's trusted third party installation network.
- 6.5.** The Surveyors and Engineers will try to meet your Survey and Installation time and dates, but may need to change these from time to time. If they do, they will try to notify you of any changes as soon as possible. But neither we nor any of our partners will be liable to you for any losses due to changing your Survey or Installation date or time for any reason.
- 6.6.** You agree that you or a person authorised by you (who is 18 or over) will be at the Property during the Survey and the Installation.
- 6.7.** You will let us know if there are any local restrictions which may affect the Installation, for example: local parking restrictions, steep stair climbs or long carrying distances.
- 6.8.** Neither we, our Installation Partners, nor the trial Partners are responsible for:
 - 6.8.1.** any delays or failures to carry out a Survey or an Installation caused by circumstances beyond our control or which were unforeseeable; or
 - 6.8.2.** any losses you incur due to delays to your Survey or your Installation, however caused, including if we can't complete a Survey or Installation during a scheduled appointment.
 - 6.8.3.** If the Engineers aren't able to complete an Installation in a single appointment, they will make an additional appointment to complete the work. Unless there are additional fees payable under these terms or which we've otherwise told you about, you won't be charged additional fees for this additional appointment.
 - 6.8.4.** The Engineers won't start or continue the Installation if they believe there is a health and safety risk to themselves or any other person, and they won't return to complete the Installation until that risk is resolved.
 - 6.8.5.** If the Installation Partner is unable to complete the Installation for any reason that is not their fault, you may be liable for costs incurred by them or us.

- 6.9.** We and our Installation Partners will take reasonable care to carry out the Installation without causing unnecessary damage. Any unnecessary damage to your Property that is proven to be directly caused negligence shall be fixed free of charge.
- 6.10.** You also acknowledge that sometimes extra work to your Property may be required if existing wiring or pipework cannot be used to install the Products, and this can cause damage to things like inside and outside finishings (for example, wallcoverings and paint). You may need to redecorate, repair or restore certain areas once the Installation is completed. You will be responsible for the cost of this work.
- 6.11.** If you cancel your On-Site Survey or Installation within 24 hours or if you are not available when we arrive at your Property, you may be charged £50 for a failed appointment. If you fail to keep an appointment on more than two occasions, we may charge an additional fee.

7. Using the Products

- 7.1.** Following Installation, you will become the owner of the Products. For the duration of the Trial, you are responsible for the Products being used in accordance with these terms and conditions, including, but not limited to:
 - 7.1.1.** following the manufacturer's instructions and any other written or oral instructions we give you;
 - 7.1.2.** not attempting to, and not allowing any third party (other than us, a person appointed by us, or our trial Partners) to, carry out any repairs, replacement, modifications or alterations on the Products in any way;
 - 7.1.3.** keeping the Products on your Property and under your control - for example, you may not sell it, lend it or hire it out to anyone else, put it up as security for a loan or mortgage, or allow it to be seized under any legal process against you;
 - 7.1.4.** not misusing, neglecting or damaging the Products (including by disassembling them);
 - 7.1.5.** taking proper care at all times to prevent the loss or theft of the Products.
- 7.2.** After Installation, the Products will be covered by our guarantee details which can be found at www.tepeo.com/terms and which will be provided to you when signing up to the Trial. Please read the guarantee carefully. It is your responsibility to ensure you comply with these terms. You must notify us of any claim under the manufacturer guarantee as soon as reasonably possible once you become aware of a fault.

- 7.3.** During the Trial Period, we will provide maintenance of the Products (see 8.1)
- 7.4.** Should you wish to remove the Heating System after the end of the Trial Period you will be liable (at your own cost) for arranging its removal and also for the installation of a replacement heating system.
- 7.5.** Risk in the Products shall pass to you on completion of the Installation. This means that you are responsible for any loss or damage caused to the Products (including, but not limited to: accidental damage, criminal damage, theft or vandalism) and we reserve the right to charge you for the cost of repairing or replacing them. You agree to inform us of any loss or damage to the Products immediately. If you refuse to pay for any repair or replacement charges, we may terminate your Trial in accordance with Section 11.1.

8. Maintenance

- 8.1.** Servicing and repairs will be undertaken free of charge for the Trial Period under the tepeo Service Plan. This Service Plan is provided free of charge for the Trial Period. If you wish to continue with the Service Plan after the trial you will need to sign-up with tepeo and pay for the Service Plan.

We reserve the right to charge you for any repairs/replacements in the event that we reasonably believe that damage to your Heating System has been deliberately caused or caused as a result of you not following the instructions for the use of your Heating System, including refusing to allow access in order for a service or any required repairs or upgrades to the Heating System to be undertaken.

Full details of this Service Plan can be found at www.tepeo.com/terms.

9. Trial Period

- 9.1.** Your Trial will start on the date your Products are Installed (provided that we are satisfied that you have complied with all of the Eligibility Criteria set out in Section 5) and run for 12 months (the **Trial Period**), subject to you or us terminating the Trial earlier in accordance with these Trial Terms.
- 9.2.** We reserve the right to extend the Trial subject to availability, in which case your Trial will automatically continue past the Trial Period (unless we notify you otherwise) until such date as we notify you that the Trial has ended (subject to earlier termination of your participation in the Trial by either you or us in accordance with these Trial Terms).

- 9.3.** At the end of the Trial Period, you will keep the Products in accordance with Section 7.1 but we will no longer provide you with the Trial Services. Should you wish to have the Products removed and a replacement heating system installed you must arrange this at your own cost.
- 9.4.** Subject to Sections 12.1 and 12.2, if your participation in the Trial ends because you have decided to discontinue the Trial or you no longer meet the Eligibility Criteria before the end of the Trial Period, you may keep the Products but we reserve the right to charge you for the Products and/or any costs relating to their installation.

10. How we use your data

- 10.1.** In order to monitor how effectively your Heating System is functioning we will be collecting certain types of usage data from your Heating System during the Trial.
- 10.2.** The Trial is funded by the Office of Gas and Electricity Markets (Ofgem), via UK Power Networks, under their Network Innovation Allowance (NIA). As part of the Trial, we may share data with them such as your property's location details, your property's completed site survey and proposed heating system, and an aggregated analysis of your energy consumption data.
- 10.3.** UKPN will process your personal data in accordance with its Privacy Policy which can be found [here](#). OVO will process your personal data in accordance with its Privacy Policy which can be found [here](#).
- 10.4.** As part of the Trial, we and our partners may contact you via phone, email or SMS for your feedback on your experience of the Trial. When we contact you for feedback on the Trial, we'll ask you for demographic information (such as the age and employment status of those living at your home), information about the other energy products in your home and information about your home heating behaviour to enable us to develop new products, conduct and monitor the Trial and your usage (including carrying out our obligations under these Terms and Conditions). This data will not be used for marketing purposes without your consent.
- 10.5.** We may also contact you to ask you to participate in marketing activities in respect of the Trial, if you do not wish to be contacted please email customer.service@tepeo.com.
- 10.6.** Your legal rights in relation to your personal information and the way in which we process your personal data will be in line with our Privacy Notice [here](#).

11. Termination by us

- 11.1. We may terminate these Trial Terms and your participation in the Trial with immediate effect on giving you written notice if:
 - 11.1.1. you breach any of your obligations under these Trial Terms or our Core Terms and Conditions; or
 - 11.1.2. at any time during the Trial Period you fail to meet any of the Eligibility Criteria (see section 5 above); or
 - 11.1.3. your Products are lost or damaged (and in the case of damage, are not covered by the manufacturer's guarantee and you do not agree to pay for any repair charges to remedy the damage).
- 11.2. We may also terminate these Trial Terms and your participation in the Trial at any time, for any reason, by giving you 30 days' written notice.
- 11.3. If you or we terminate your participation in the Trial for any reason after the Cooling Off Period, you will keep the Products. If we cancel your participation in the Trial pursuant to section 9.1, we reserve the right to charge you towards the cost of your Products and/or any costs relating to their Installation.

12. Termination by you

12.1. *Your right to cancel*

- 12.1.1. You have the right to change your mind and cancel your participation in the Trial from the date you sign up to these Trial Terms until 14 days from the date the Products are installed ("**Cooling Off Period**").
- 12.1.2. Once we have carried out the Surveys you are under no obligation to continue with the Installation and participate in the Trial, you just have to notify us that you no longer wish to proceed by contacting us on the details given at Section 13.1 below.
- 12.1.3. If you cancel and we haven't installed the Products you won't have to pay anything. If you cancel within 14 days of us installing the Products you may have to pay for any costs we incur to remove the Products from your Property.
- 12.1.4. If you wish to cancel your Trial please email customer.services@tepeo.com or use the Cancellation Form below.

12.2. *When you can terminate the Trial after the Cooling off Period*

12.2.1. You can terminate your participation in the Trial after your Cooling Off Period has expired at any time by giving us 30 days' notice using the contact details at Section 12.1.4 above or completing the Cancellation Form below. You will keep the Products in accordance with Section 11.3 but if you terminate your Trial before the end of the Trial Period we reserve the right to charge you for the Products and/or any costs relating to their installation. If you want us to remove the Products you will have to pay any costs associated with their removal.

12.3. If you move out of your Property, you will no longer be able to participate in the Trial. You will need to notify us that you are moving at least 30 days prior to your moving date by contacting us on the details in Section 12.1.4 above. The Products will remain in the Property. We will not be able to move the Products to another property or remove them. Should you or the new owner wish to have the Products removed or install a replacement heating system you must arrange this at your own cost.

13. How to contact us and complaints

13.1. We hope you enjoy being a part of the Trial. If you have any queries or need any support during the Trial Period you can contact us by emailing customer.service@tepeo.com.

13.2. If you are unhappy with our service, you can submit a complaint over the phone or in writing by emailing customer.service@tepeo.com.

13.3. We aim to respond to your complaint the same day we receive it if made during working hours.

14. Liability

14.1. Subject to Section 14.3, tepeo will not be responsible for:

14.1.1. any costs, loss or damage you suffer as a result of events outside our reasonable control. Matters outside our reasonable control include (without limitation): severe weather conditions; epidemics; civil disorder; terrorist activity; hacking, tampering or other unauthorised access or use of any software used to provide the Trial Service; war; acts or omissions of electricity network operators, and government action;

14.1.2. any costs, loss or damage you suffer as a result of not participating in the Trial in accordance with these Terms and Conditions. This includes a failure to comply with instructions provided by us, or our partners;

14.1.3. any costs, loss or damage you suffer as a result of your broadband internet connection being insufficient in quality, capacity or speed to support the Trial

Services and/or your participation in the Trial results in you exceeding the permitted data limit on your broadband; or

- 14.2.** Subject to Section 14.3, we will not be liable, whether caused by breach of contract, negligence, breach of statutory duty or otherwise, for any (a) loss or damage that we couldn't reasonably have expected would result from breach of these Terms and Conditions at the time you entered into it, or (b) for any loss of savings, profit or business; or (c) for any indirect or consequential losses which you or anyone else suffers.
- 14.3.** Nothing in these Terms and Conditions will affect our liability to you for death or personal injury as a result of our negligence, fraud or fraudulent misrepresentation.
- 14.4.** Subject to Section 14.3, our maximum aggregate liability (including for negligence and breach of statutory duty) if you suffer any loss or damage as a direct result of something we've done, our maximum liability to you will be no more than £100,000 per event or series of events if they're connected.
- 14.5.** Our partners (OVO and UKPN) will have no liability to you whatsoever under these Terms.

15. Changes to these Terms and Conditions

- 15.1.** We may change these Terms and Conditions at any time during the Trial Period. The new terms will appear on our website. We will notify you 30 days in advance of any change we plan to make that puts you at a material disadvantage.

16. General

- 16.1.** We can transfer any of our rights or obligations under these Trial Terms without your permission. However, you must not transfer your rights or obligations under this contract to anyone without our permission.
- 16.2.** If we need to give you a notice for any reason in connection with these Trial Terms, we may use the postal address and/or email address you have given us most recently. If we post a notice to you, it will be assumed to have been delivered two Working Days after it was posted. If we deliver a notice to you by email, it will be assumed to have been delivered immediately when it was sent to the most recent email address we have for you (as applicable).
- 16.3.** These Trial Terms, and any documents explicitly referred to in them, are the entire contract between you and us in relation to the Trial.

- 16.4. Nothing in these Trial Terms affects our legal rights or powers. Nothing in these Trial Terms affects any of your statutory rights that can't be excluded by law.
- 16.5. If any parts of these Trial Terms are void or unenforceable, the rest of these Trial Terms will be unaffected.
- 16.6. These Trial Terms are governed by the laws of England and Wales if your property is in England or Wales, and of Scotland if your property is in Scotland. If there is any dispute between us, it will be dealt with by the courts of England and Wales if your property is in England or Wales, and by the courts of Scotland if your property is in Scotland.

17. Definitions

17.1. In these Trial Terms the following terms will mean:

"Eligibility Criteria" means the eligibility criteria set out in section 5;

"Engineer" means one of our Installation Partner's engineers who is qualified to carry out the Installation of the Products;

"Heating System" means the Products installed in your Property for the purposes of the Trial which together provide heating and hot water to your Property;

"Installation" means the installation of the Products as set out in section 6;

"Installation Partners" means those third party specialist companies engaged by tepeo for the design, installation and maintenance of the Heating System;

"Smart Meter" means an energy credit pay monthly meter that is able to supply us with half hourly meter readings through wifi or GSM;

"Products" means the Zero Emission Boiler, controls, pipework, radiators, monitoring and metering systems and other heating system hardware or software installed for the Trial;

"Product Guarantee" means the manufacturer's guarantee for the relevant Product as detailed in section 7.2;

"Property" means the property or premises at which the Products will be installed;

"On-Site Survey" means the evaluation of suitability of your Property for an Installation by one of our Engineers through a visit to your Property;



“Remote Survey” means (i) a remote survey of your Property undertaken by tepeo or our Install Partners in order to assess the suitability of your Property for an Installation and/or (ii) the initial survey completed by you regarding your property when you registered your interest in the Trial;

“Surveys” means together the On-Site Survey(s) and the Remote Survey(s);

“Working Day” means any day other than a Saturday, a Sunday or a bank holiday in England, Scotland or Wales. All other references to a day refers to a calendar day.



APPENDIX

18. Cancellation Form

If you want to cancel your Trial, please email us at customer.service@tepeo.com

or use the cancellation form below:

To tepeo ltd,

I hereby give notice that I wish to cancel my participation in the NEAT HEAT Trial.

Name:

Address:

Date: