

Hive Terms and Conditions for Hive Live

These terms

Please read this document carefully as it will tell you everything you need to know about the terms of **Hive Live**.

These terms apply in addition to the **Hive** Terms and Conditions, which can be found at hivehome.com/terms.

Information about us and contact details

We, us or our means Centrica Connected Home Limited.

You can contact us by email at help@hivehome.com or visit hivehome.com.

You can also contact us by telephoning our customer service team on **0800 980 8614**.

We are open 8.00am – 9.00pm Monday to Sunday.

Hive Live

We reserve the right at our sole discretion to refuse any customer from joining **Hive Live**.

Hive Live is subject to withdrawal or variation at any time. Where **Hive Live** is to be withdrawn, we will always try to give you prior written notice (by email) of the withdrawal and any reasons for the withdrawal.

Hive Live features

Hive Live is available to anyone, whether a new or existing **Hive** customer, and will entitle members to the following benefits.

Ongoing warranty

This warranty applies to all **Hive** products you own. Please note that the **Hive** products must be working and visibly paired with your **Hive Hub** at the point of joining **Hive Live** to be covered by this warranty. Any **Hive** products bought and paired whilst you have **Hive Live** will also be covered. If you've bought a **Hive** product within the last year, this guarantee will apply in addition to the one year product guarantee offered with all **Hive** products. If any **Hive** products develop a fault during your membership of **Hive Live**, then we will repair or replace them free of charge.

If you have British Gas HomeCare One to Four (or equivalents) or subsequently buy British Gas HomeCare One to Four, please be aware that both this guarantee and your HomeCare agreement will cover faults in your **Hive Active Heating™** system, resulting in dual cover. If a fault does occur with your **Hive Active Heating™** system, please call the **Hive** team on **0800 980 8614** to report the fault. Please be aware that if you ask British Gas to repair a fault with your **Hive Active Heating™** system under your HomeCare agreement, an excess may be payable.

Limitations

This guarantee only applies to products we provide; it doesn't apply to any other unrelated faults with their installation or with your central heating system or other appliances.

This guarantee is subject to fair use and we may not be able to repair or replace your **Hive** products if we suspect any abuse.

Consumer rights

This guarantee doesn't affect your statutory rights under the Consumer Rights Act 2015 and any laws that replace it. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.

Discount on purchase of Hive products

As a reward for having **Hive Live**, we'll give you a discount of 10% when you buy any **Hive** product, being a device or accessory. This discount is subject to fair use and cannot be used in conjunction with any other offer unless expressly stated otherwise.

Discount on upgrade of Hive Active Heating™

As a further reward for having **Hive Live**, we'll give you a discount of 30% when you buy an upgrade to **Hive Active Heating™ 2**.

This discount only applies to an upgrade of **Hive Active Heating™** and doesn't apply to further **Hive** products you buy that are not upgrades.

Free delivery

By having **Hive Live**, you will also get free delivery by first class Royal Mail on all **Hive** products and accessories you buy. If the products are above £50 in value, delivery will also be tracked. Free delivery does not include next day delivery, which you would still need to pay for if required.

SMS notifications

As a **Hive Live** member, you can choose SMS notifications in addition to email and push notification for alerts from your **Hive** devices. This will be subject to fair use, and if we determine that your **Hive** system is generating an unreasonably high number of alerts, we can change these to push or email notifications.

Payment

This agreement will last for as long as you continue to make your monthly membership payments. You agree to make payment of the agreed amount each month by debit or credit card for **Hive Live**.

Your payment will be taken from your debit or credit card on the same date each month as the date you first joined **Hive Live**. Your **Hive** order reference number (CRN) will be used as the reference. If there are any changes to the payment arrangements, you must let us know at least ten working days in advance.

If your payment fails for any reason and we do not receive payment within the following two days, your **Hive Live** service will cease. This will mean that your **Hive** products won't be covered by the ongoing warranty, you will not be able to access any discounts, or receive or enable SMS notifications until payment has been made.

If you have any queries about your monthly payments, please contact us on the details above.

Cancellation

You can cancel **Hive Live** at any time, in which case you'll stop enjoying the benefits of **Hive Live**. If you cancel at **Hive Hub** at least ten calendar days before your next payment is due to be taken you won't be charged for the next month. If you cancel in the last ten days of the billing period, your **Hive Live** will end the month after.

General

If we need to change these terms and conditions, we will put the changes on our website at hivehome.com. If the changes are significant, we will let you know in writing.

These terms and conditions are governed by the laws of whichever country your property is in, i.e. England and Wales, or Scotland.

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