

EDF AUTUMN PROMOTION - TERMS AND CONDITIONS

Where the customer has registered their interest in the “EDF Autumn Promotion” via the EDF Heat Pump website, the following terms and conditions shall apply:

The Discount

1. The discount is available to the first 150 customers in accordance with clause 5 below who purchase a heat pump from EDF Heat Pumps and consists of a £1000 (one thousand pounds sterling) (including VAT) reduction in the total cost of a new Air Source Heat Pump (“ASHP”) and a 7 year warranty, service & maintenance package for a heat pump manufactured by Daikin or Ideal purchased from and installed by EDF Heat Pumps (the “Discount”). For Daikin heat pumps the standard warranty is seven years and for this promotion we will include a 7-year service and maintenance plan. For Ideal heat pumps the standard warranty is 5 years but this will be increased to 7 years and includes a 7-year service & maintenance plan as part of this promotion. ASHP manufacturer is determined by EDF Heat Pumps after technical assessment of your property.
2. The Discount is provided by EDF Heat Pumps, a trading name of CB Heating Limited (“EDF Heat Pumps”) with company number 09885603 and is facilitated by EDF Energy Customers Limited (“we”, “EDF”) with company number 02228297, both companies incorporated in England and Wales with the registered address Nova North, 11 Bressenden Place, London, SW1E 5BY
3. By registering your interest in this Discount, you are agreeing to be bound by these terms and conditions.
4. These terms and conditions are separate and supplemental to any other terms and conditions that you may have with EDF Heat Pumps and EDF and will not affect the existing rights and obligations under those terms.

Eligibility

5. To be eligible for the Discount you must:
 - at all times comply with these terms and conditions;
 - be aged 18 or over;
 - reside in Great Britain (the Discount is not available in Northern Ireland);
 - own the property at which you are interested in purchasing an ASHP for;
 - register your interest in purchasing an ASHP within the Claim Period;
 - your property is eligible for a Daikin or Ideal ASHP (determined by EDF Heat Pumps after technical assessment);

Participation

8. Without prejudice to Clause 5, in order to be eligible for the Discount you must:
 - 8.1 register your interest in purchasing an ASHP between 9:00am on 3rd November 2025 and midnight on 30th November 2025 inclusive (the “Claim Period”) by visiting EDF’s website or EDF Heat Pumps’ website. Upon registering your interest in purchasing an ASHP, you will be provided with an estimated quote for your installation, which will be inclusive of the Discount;
 - 8.2 pay EDF Heat Pumps a deposit amount of 10% of the total quoted price (the “Deposit”) for the ASHP provided by and in accordance with EDF Heat Pumps’ payment terms by 7th December 2025 (the “Deposit Date”); and
 - 8.3 agree an appointment date with EDF Heat Pumps to have the ASHP installed at your property by 19th April 2026 (the Appointment Deadline”).
9. Any customer who registers their interest in purchasing an ASHP after the Claim Period or once all 150 Discounts have been claimed, will not be eligible for the Discount.
10. Subject to Clause 5 and Clause 13, the Discount will automatically be applied to the invoice sent to you by EDF Heat Pumps prior to the Deposit Date.
11. If, upon a site visit to the customer’s property, EDF Heat Pumps deems that the customer’s property is not suitable for an ASHP to be installed, then the customer will be entitled to a refund on the deposit paid.
12. Approximately four (4) weeks prior to the appointment date for the installation of the ASHP, EDF Heat Pumps will send the customer an invoice for the final amount outstanding.

Awarding the Discount:

13. 150 Discounts will be awarded by EDF Heat Pumps to the customers who meet the Eligibility Criteria described in Clause 5 and will be awarded on a first-come first-served basis in order of the customers who have successfully paid the 10% deposit by the Deposit Date and who have agreed an appointment date with EDF Heat Pumps to have the ASHP installed in accordance with Clause 8.
14. In order to receive your 7 year warranty and service maintenance plan please discuss this with EDF Pumps when discussing your options.

General

15. Subject to Clause 17, the Discount is available until the end of the Claim Period.

16. The customer is entitled to one Discount per person, applicable to one ASHP to be installed at its chosen site.
17. The Discount is awarded to the customer in accordance with these terms and cannot be redeemed, traded, negotiated or received in any other format and is not exchangeable for a cash alternative.
18. EDF Heat Pumps reserves the right to cancel or rearrange any agreed appointment date it has with the customer for the installation of the ASHP. For the avoidance of doubt, any decision taken by EDF Heat Pumps will not affect the customer's eligibility where they have successfully agreed an appointment date prior to the Appointment Deadline.
19. EDF reserves the right to extend, revoke, amend or replace the Discount and any of the terms and conditions contained herein, including but not limited to the Claim Period, Deposit Date and Appointment Deadline, or where it must comply with the decision of any relevant judicial or regulatory body, with immediate effect and shall not be held liable for doing so. The latest version of these terms will be available on our website.
20. By registering your interest in this Discount, you warrant that all information submitted by you is true, current and complete. If any information you submit is found to be fraudulent or incorrectly completed or if EDF or EDF Heat Pumps has reasonable grounds to believe that you have breached any of these terms and conditions, you will automatically no longer be eligible and EDF or EDF Heat Pumps may withdraw or reclaim any Discount that has been awarded to you.
21. EDF and EDF Heat Pumps are not liable to you for any loss you incur howsoever caused, including but not limited to any losses which arise from any technological or procedural omission, failure or error and/or any action or inaction by EDF, EDF Heat Pumps or any other third party or event beyond EDF and/or EDF Heat Pumps' direct control to which EDF and/or EDF Heat Pumps may rely upon in order to provide the Discount to you.
22. By registering your interest in this Discount, you agree to your information being shared with and between EDF and EDF Heat Pumps for the purposes of administering the Discount and the installation of the ASHP. EDF's privacy policy and EDF Heat Pumps' privacy policy shall apply to any data collected in connection with the Discount.
23. Each provision of these Terms and Conditions shall be a separate provision applying and surviving even if for any reason one or other of the said provision is held inapplicable or unreasonable in any circumstances.
24. These terms and conditions shall be governed by the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with these terms and conditions or its subject matter or formation.
25. EDF Heat Pumps is a trading name used by CB Heating and EDF Energy Customers Limited, both wholly owned subsidiaries of the EDF Energy Group.