

## **ScottishPower Solar and Air Source Heat Pump Santander Account Credit Offer Terms & Conditions**

1. The promoter is ScottishPower Energy Retail Limited (company number SC190287), which has its registered office at 320 St. Vincent Street, Glasgow, G2 5AD (the “**Promoter**” or “**ScottishPower**”).
2. The promotion is the award of an account credit (exclusive of VAT) in accordance with these terms and conditions (these “**Terms**”) to Qualifying Applicants (as defined below) (the “**Promotion**”).
3. The Promotion will run for the period beginning 00:00 28th February 2025 and shall continue until 23:59 30th June 2025 (“**Promotion Period**”). The Promoter may, at its sole discretion, extend the Promotion Period.
4. The Promotion is open to applicants who meet the following eligibility criteria (“**Qualifying Applicants**”). Qualifying Applicants must: a. be legally resident in the UK (excluding Northern Ireland); b. be aged 18 years or over; c. paid the deposit specified by the Promoter for:
  - i. a ScottishPower Solar Photovoltaic array installation (“**Solar Only System**”); or
  - ii. a ScottishPower Solar Photovoltaic array installation together with a Battery Energy Storage System (“**Solar + Battery Storage System**”); or
  - iii. a ScottishPower Air Source Heat Pump heating installation (“**Heat Pump System**”), (each a “**Product**”) during the Promotion Period (subject to each Qualifying Applicant agreeing to the Solar, Battery & Heat Pump Solution and Related Services terms and conditions). A grace period of 30 days will apply following the end of the Promotion Period for Product purchases to be completed. If the completed Product purchase falls outside this grace period, the Promoter shall be entitled to exercise its sole discretion in whether to award the Account Credit (as detailed in paragraph 8);
- d. be a Santander customer;
- e. be a ScottishPower customer for electricity supply to their household as at the date that a Product purchase is paid in full; and

f. have their Product installation completed at the same address applicable to their relevant electricity account

5. The Promoter reserves the right to verify the eligibility of all Qualifying Applicants, including but not limited to requesting evidence of such eligibility, and to reject any applications that the Promoter deems to be duplicates, materially incorrect or fraudulent.

6. Any applications found to be transacting fraudulently with the Promoter will not be eligible for the Account Credit and may also have their details passed to police authorities for further investigation.

7. The Promoter reserves the right to prohibit the Promotion from being used in conjunction with any other ScottishPower Product promotional offer or affiliate Product promotional offer or staff Product offer during the Promotion Period at any time.

8. Subject to paragraph 7, all Qualifying Applicants will receive a credit of: a. £250 (two hundred and fifty pounds sterling) for a Solar Only System; or b. £500 (five hundred pounds sterling) for a **Solar + Battery Storage System**; or c. £500 (five hundred pounds sterling) for a Heat Pump System,

to their electricity account within 30 days of a Product purchase price being fully paid or, if applicable, the Qualifying Applicant's personal finance agreement commencing (each an "**Account Credit**"). This will either:

x. be reflected on the Qualifying Applicant's statement as a credit as follows: "Solar and Heat Pump Promotion ([£250/£500])";

y. applied to a Qualifying Applicant's meter if they have a smart prepayment meter; or

z. issued as a cheque if they have a traditional prepayment meter

9. Checks will be made to ensure the Qualifying Applicants remain in contract with the Promoter at the point of the Account Credit being paid.

10. The Promoter accepts no responsibility for any inaccurate information provided by the Qualifying Applicant which results in the Account Credit not being applied in accordance with paragraph 8.

11. The Account Credit value is a fixed sum and is not subject to change based on any of the Qualifying Applicant's specific circumstances.

12. Only one Account Credit will be applied per household in respect of this Promotion, irrespective of the number of Products purchased by Qualified Applications, except that in the event that a Qualifying Applicant purchases both a Heat Pump System and either:

a. Solar Only System; or

b. a Solar + Battery Storage System,

two Account Credits will be applied per household in respect of this Promotion. Under no circumstances will a Qualifying Applicant be eligible to receive more than two Account Credits per household.

Without prejudice to paragraph 15, the Account Credit amount is not open for negotiation or reinterpretation.

14. The Promoter, its agents or distributors will not in any circumstances be responsible or liable to compensate any applicant or Qualifying Applicant or accept any responsibility or liability for any damage, loss, liability, personal injury or disappointment incurred or suffered by any applicant or Qualifying Applicant in connection with the Promotion except when any applicable law prohibits any exclusion of liability or responsibility.

15. This Promotion may be withdrawn or suspended at any time for new applications where it is reasonable for the Promoter to do so. The Promoter also reserves the right to amend these Terms for new applications at any time without prior notice where it is reasonable for the Promoter to do so.

16. For the avoidance of doubt, applicants who are deemed ineligible by the Promoter in its sole discretion pursuant to paragraph 5 shall not be entitled to receive an Account Credit, except in exceptional circumstances at the Promoter's sole discretion.

17. By entering this Promotion, the applicant accepts these Terms. The Promoter reserves the right to refuse entry or refuse to award the Account Credit to anyone in breach of these Terms.

18. These Terms shall be governed by Scots law and shall be subject to the exclusive jurisdiction of the courts of Scotland.

19. ScottishPower will process personal data for the purposes of the Promotion and to address any queries about it. More information about how ScottishPower manages your personal data, including how to exercise your data protection rights, is available in the Privacy Information Notice at [www.scottishpower.co.uk/privacy](http://www.scottishpower.co.uk/privacy)