

# OVO Solar & Heating x Tesco | Clubcard Promotion

## 1. The promoter and the Offer

- 1.1. These terms and conditions (the “Terms”) apply to the OVO Solar & Heating x Tesco Clubcard solar promotion (the “Offer”).
- 1.2. The promoter of this Offer is OVO Solar and Heating Ltd, registered in England and Wales under company number 02716495 and whose registered office is Floor 5, Crescent, Temple Back, Redcliffe, BS1 6EZ (“OVO Solar & Heating”, “we”, “us”, “our”).
- 1.3. The Offer is fulfilled through individual authorised OVO Solar & Heating franchisees who will sell and install qualifying solar PV systems.
- 1.4. Under this Offer, eligible customers who purchase a qualifying solar PV installation from an authorised OVO Solar & Heating franchisee can receive: (a) 40,000 Tesco Clubcard points; and (b) 3 solar panels free of charge, including standard installation and VAT.
- 1.5. The free solar panels may vary, but the specification will be a Tier 1, minimum 440W black panel, unless clause 5.2 applies.
- 1.6. The offer opens at 00:00 on 29th April 2026 and closes at 23:59 on 29th April 2027 (the “Offer Period”).

## 2. Eligibility

- 2.1. To be eligible for this Offer, you must:
  - 2.1.1. be a homeowner aged 18 or over;
  - 2.1.2. be purchasing a residential solar PV system from an authorised OVO Solar & Heating franchisee.
  - 2.1.3. access and initiate your solar enquiry through the OVO x Tesco Clubcard promotional journey available at [solar-and-heating.ovo.com/partnership/tesco](https://solar-and-heating.ovo.com/partnership/tesco) on or after 00:00 on 29th April 2026
  - 2.1.4. receive a quotation for a qualifying solar PV system during the Offer Period;
  - 2.1.5. have paid a deposit in cleared funds by 23.59 on 29th April 2027
  - 2.1.6. purchase a qualifying solar PV system;
  - 2.1.7. have the system installed by an authorised OVO Solar & Heating franchisee in compliance with all relevant standards and regulations;
  - 2.1.8. complete installation and sign the handover documentation;
  - 2.1.9. have a valid Tesco Clubcard online account in your own name;
  - 2.1.10. link a valid Tesco Clubcard account and provide any other information requested by us within 90 days of receiving our Tesco Clubcard reward email; and
  - 2.1.11. comply with these Terms and with any applicable Tesco Clubcard terms and conditions.
- 2.2. This Offer is not available for commercial properties.
- 2.3. The Offer is not available in Northern Ireland or the Isle of Man
- 2.4. Only one claim may be made per household and per qualifying installation/order.
- 2.5. Only one Tesco Clubcard account may be used for each claim.
- 2.6. The Offer cannot be used in conjunction with any other offer, promotion or discount.
- 2.7. If you do not meet, or cease to meet, the eligibility criteria in these Terms, you will not be entitled to receive, or retain, the Offer.

### **3. How the Offer works**

- 3.1. The 3 free solar panels element of the Offer will be applied by the authorised OVO Solar & Heating franchisee to your qualifying order as a discount during the Offer Period.
- 3.2. Your quote will show up to 3 free solar panels. All other components and services, including any inverter, mounting kit, scaffolding, battery, labour and any non-standard works, remain chargeable at the prices stated in your quote.
- 3.3. Once your qualifying installation has been completed and you have signed the handover documentation, we will send you an email within 24 hours inviting you to link your Tesco Clubcard account in order to receive your Tesco Clubcard points.
- 3.4. To receive the Tesco Clubcard points, you must follow the instructions in that email and provide the requested redemption information, including your valid Tesco Clubcard number, within 3 months of receiving the email.
- 3.5. Once you have submitted valid redemption information and successfully linked your Tesco Clubcard account, your Clubcard points will be awarded within 14 days.
- 3.6. This offer of 40,000 Clubcard points exceeds the current maximum standard allowance of 30,000 Clubcard points per Clubcard collection period. As a result, and in accordance with Tesco Clubcard terms and conditions, you will not be able to request vouchers instantly. Instead, all vouchers will be issued in your next Clubcard statement. We recommend opting to receive your Clubcard statement by email rather than by post to help ensure the security of your Clubcard vouchers. When using your Clubcard value with Tesco Reward Partners, please review the applicable terms and conditions for your chosen partner, as maximum redemption limits may apply.
- 3.7. It is your responsibility to ensure that your Tesco Clubcard account details, including your Clubcard number and any required account settings or statement preferences, are correct and capable of receiving Clubcard points and any resulting Clubcard vouchers. If your details are incorrect or incomplete, this may result in your points not being awarded or in a delay to the award of your points.
- 3.8. Tesco Clubcard points will be credited and redeemed in accordance with Tesco Clubcard terms and conditions. Any queries about the operation of a Tesco Clubcard account or the spending of Clubcard points or vouchers should be directed to Tesco.

### **4. Restrictions and exclusions**

- 4.1. The Offer is non-exchangeable, non-transferable and there is no cash or other alternative to the Offer, except where clause 5.4 applies.
- 4.2. If you cancel your qualifying order, fail to complete installation, fail to sign the handover documentation, or otherwise do not complete the purchase, you will not be eligible for the Tesco Clubcard points and you will not be entitled to retain the benefit of the Offer.
- 4.3. If we reasonably suspect fraud, abuse, dishonesty or any breach of these Terms, we may refuse to award, cancel or recover all or part of the Offer.
- 4.4. We reserve the right not to award points, or to cancel the award of points, where the Tesco Clubcard account provided is invalid, does not belong to you, or cannot be processed for any reason outside our reasonable control.
- 4.5. If, during the Offer Period, you attempt to make more than one claim for the same household or installation, we may reject any duplicate or additional claims.

### **5. Stock, substitutions and changes to the Offer**

- 5.1. If the specified solar panel becomes unavailable, we may substitute an equivalent Tier 1 panel of equal or greater output.
- 5.2. We reserve the right to amend, suspend or withdraw the Offer at any time before your contract is signed. Confirmed orders that already validly include the Offer will not be affected, except where required to prevent fraud, abuse or a material error.

- 5.3. We reserve the right to vary the amount, timing or administration of Tesco Clubcard points where reasonably necessary to reflect Tesco operational requirements, provided the overall value of the Offer is not materially reduced for eligible customers.
- 5.4. If, for reasons beyond our reasonable control, we are unable to provide all or any part of the Offer, or we deem it appropriate to do so in our reasonable discretion, we reserve the right to provide an alternative benefit of a similar nature and equivalent value.

## **6. Warranties and cancellation rights**

- 6.1. The 3 free solar panels carry the same manufacturer product and performance warranties, and the same workmanship warranty, as the paid solar panels in your system.
- 6.2. Your statutory cancellation rights and any cooling-off rights apply as set out in your OVO solar purchase and installation terms and conditions.
- 6.3. If you cancel within any applicable cancellation period, your deposit will be refunded in accordance with your OVO solar purchase and installation terms and conditions.

## **7. Data protection**

- 7.1. We will process your personal data in line with applicable data protection laws and our privacy policy for the purposes of administering this Offer.
- 7.2. We may use and share limited information with Tesco and our service providers where reasonably necessary to verify eligibility, administer the redemption process and facilitate the award of Tesco Clubcard points.

## **8. General**

- 8.1. These Terms are separate from your solar purchase and installation contract and any Tesco Clubcard terms, each of which will continue to apply where relevant.
- 8.2. We may amend these Terms on reasonable notice. Any updated version will be made available by us.
- 8.3. These Terms are governed by English law and any claims may be brought in the English courts. However, if you live in Wales or Scotland, you and we may instead bring claims in the courts of the country in which you live.
- 8.4. If any provision of these Terms is held to be invalid or unenforceable, the remaining provisions will continue in full force and effect.