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DATED 16th December 2025

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## **TOYOTA HOMECHARGE – INSTALLATION**

### **TERMS AND CONDITIONS**

## Introduction

These terms and conditions (“**Terms**”) govern the Toyota HomeCharge installation.

In these Terms:

- a. “**Authorised Toyota Retailer**” means any retailer located in the United Kingdom and who has been authorised by Toyota to supply the Toyota HomeCharge;
- b. “**Standard Installation**” as defined under the British Gas terms and conditions for installation (available at: <https://www.hivehome.com/terms>), which set out the types of works that are included and excluded;
- c. “**Toyota HomeCharge**” means a 7kw single phase Toyota HomeCharge residential charge point;
- d. “**United Kingdom**” means England, Scotland, Wales and Northern Ireland;
- e. “**We**”, “**us**” or “**our**” means Toyota (GB) PLC, Great Burgh, Epsom, KT18 5UX (registered number 03141243); and
- f. “**You**” or “**your**” means the customer purchasing and/or installing the Toyota HomeCharge.

### 1. The Supply of the HomeCharge Unit

- 1.1 Toyota HomeCharge are supplied with Standard Installation for a fixed price of £1,095, subject to these Terms.
- 1.2 We have appointed British Gas Services Limited (registered number 03141243) trading as Centrica in Northern Ireland and British Gas in Great Britain (“**British Gas**”) as its sole supplier and installer of the Toyota HomeCharge.
- 1.3 All Toyota HomeCharge units and installation services are subject to availability. Should availability change, we will notify customers as soon as reasonably possible.

### 2. The Order and Installation Process

- 2.1 These Terms apply only to the supply and Standard Installation of a Toyota HomeCharge.
- 2.2 Standard Installation is carried out in accordance with BS7671 18th edition wiring regulations, IET Code of Practice for Electric Vehicle Charging Equipment Installation 2<sup>nd</sup>.
- 2.3 To order the Toyota HomeCharge, you must contact the Authorised Toyota Retailer of your choosing.
- 2.4 The Authorised Toyota Retailer will submit a referral to British Gas through completion of the British Gas HomeCharge referral form on the British Gas Dealer referral portal. Following which British Gas will contact you to progress your order and installation under its terms.
- 2.5 Payment will only be taken by British Gas when you proceed to order the HomeCharge. For the avoidance of doubt, neither us nor an Authorised Toyota Retailer will take any payment for the Toyota HomeCharge order.

- 2.6 When British Gas contacts you, you must confirm:
- 2.6.1 That the installation address for the Toyota HomeCharge as specified on the British Gas HomeCharge application form is a residential address and that you live at the property. If you are not the owner of the property you must have the consent from the owner or landlord for the Toyota HomeCharge to be installed.
  - 2.6.2 That there is a garage or other suitable private off-street parking within the premises of the installation address, or a council-approved cross pavement charging solution in place, allowing you to charge the vehicle safely without creating a trip or other health and safety risk to yourself or any other party.
- 2.7 British Gas will contact you directly to arrange a suitable date and time for installation of the Toyota HomeCharge.
- 2.8 Installation dates are subject to availability and cannot be guaranteed.
- 2.9 Installation is not usually possible on static caravans, listed buildings or apartments.

### **3. Eligibility**

- 3.1 Subject to any other provisions of these Terms, the Toyota HomeCharge with Standard Installation is available to all customers, including retail, fleet, lease and business customers, in the United Kingdom.
- 3.2 The Toyota HomeCharge is available on the assumption that the correct electrical connections and protections are available at the installation address for the Toyota HomeCharge, and that no civil works or electrical remedial works are required. Eligibility of Standard Installation will be determined by British Gas.
- 3.3 If you are eligible for Standard Installation, but British Gas is unable to carry out the installation at the installation address due to regional restrictions, we may offer an alternative installer to carry out the Standard Installation at the equivalent cost. You will be informed of the alternative installer's terms and any warranty differences prior to proceeding, and you may decline the alternative without charge.
- 3.4 If you are not eligible for Standard Installation, additional charges may apply. British Gas will notify you of any non-standard works and associated costs in advance, where possible. If you choose to decline the additional charges, your order under this Offer will be cancelled. Please speak to British Gas for your refund rights in these circumstances.
- 3.5 In circumstances where the Toyota HomeCharge cannot be installed at the installation address, we may, at our sole discretion, offer you an alternative residential charge point at the equivalent cost.

“Equivalent Cost” refers to the retail price of the Toyota HomeCharge and Standard Installation. Acceptance of an alternative is optional. Any difference in retail price will be borne by you.

- 3.6 Except as otherwise set out in these Terms, these Terms are non-exchangeable, non-negotiable, non-transferrable and no cash alternative is offered.

#### **4. Liability**

- 4.1 Insofar as is permitted by law, Us and Our agents or distributors (including Authorised Toyota Retailers and British Gas in this instance) will not in any circumstances be responsible or liable to compensate you or accept any liability for any loss, damage, personal injury or death occurring as a result of participating in the promotion except where it is caused by the negligence of Us or Our agents or distributors. Your statutory rights are not affected.
- 4.2 The Toyota HomeCharge operates with any UK energy supplier but does not currently support intelligent EV energy tariffs like OVO Charge Anytime and Octopus Intelligent Energy. You should check with your energy supplier.
- 4.3 It is your responsibility to ensure all required third party permissions are sought in relation to the installation of the Toyota HomeCharge in accordance with these Terms. British Gas may request proof of such consents prior to providing their services.
- 4.4 Product and installation warranties will be provided by British Gas (or the alternative installer) in accordance with their terms. We do not provide any warranty in respect of installation works.
- 4.5 We will not be liable for any costs resulting from the use of the Toyota HomeCharge, including but not limited to the maintenance and repair of the Toyota HomeCharge and associated running costs.
- 4.6 Upon the supply of the Toyota HomeCharge and its installation, we shall be deemed to have fully discharged all of our obligations, pursuant to these Terms, and you are referred to British Gas for all matters arising thereafter.
- 4.7 We shall not be in breach of these Terms nor liable for delay in performing, or failure to perform, any of its obligations under it if such a delay or failure results from an event, circumstances or cause beyond Our reasonable control (including contracting third parties and other third parties) which shall include but not be limited to acts of God, flood, drought, earthquake or other natural disaster; epidemic or pandemic; terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions or embargo; nuclear, chemical or biological contamination or sonic boom; collapse of buildings, fire, explosion or accident; interruption or failure of utility services.

## **5. Data protection and publicity**

5.1 We will only process your personal information as set out in the *Toyota GB Privacy Notice* and to the extent necessary to proceed with the Standard Installation of the HomeCharge. In order to proceed with the installation, we will need to share your contact details with British Gas.

## **6. General**

6.1 If there is any reason to believe that there has been a breach of these terms and conditions or that you are going to breach these terms and conditions, the Promoter, at its sole discretion, reserves the right to exclude you from participating.

6.2 We reserve the right to void, suspend, cancel, or amend this promotion where it becomes necessary to do so, with no liability to any participant or third party. No correspondence will be entered into.

6.3 No third party can enforce Terms.

6.4 In the event of a conflict between these Terms and any other terms or instructions related to this promotion, these Terms take precedence.

6.5 These Terms constitute the entire agreement between the parties with respect to the subject matter. These Terms cancel and supersede any prior understandings and agreements between the parties with respect to their subject matter. For the avoidance of doubt, your contract for installation services will be with British Gas (or any alternative installer agreed with you) and will be governed by the installer's terms, which will apply in addition to these Terms.

6.6 If any provision or part-provision of these Terms is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of these Terms.

6.7 These Terms are governed by English law and are subject to the non-exclusive jurisdiction of the English Courts. If you are a customer in Scotland or Northern Ireland, you may bring proceedings in your local courts.