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utilita   
home

# Terms and Conditions

Refer a friend - Domestic Solar



## 1. Who are we

**1.1.** We are Utilita Field Services Limited t/a Utilita Home of Hutwood Court, Bournemouth Road, Chandler's Ford, Eastleigh SO53 3QB, a limited company registered in England and Wales under company registration number 05852899 and VAT number: 823818422 ("**Utilita**"). "**We**", "**our**" or "**us**" shall be construed as references to Utilita and we run this promotion.

**1.2.** From time-to-time, existing customers who have had a solar installation successfully carried out by Utilita ("**Existing Customers**") may recommend our solar services to others and introduce new customers ("**New Customers**") to Utilita. We are happy to accept these customer referrals and wish to reward our Existing Customers and New Customers for these referrals ("**Refer a Friend**"). When Utilita runs a Refer a Friend promotion, these terms & conditions ("**General Terms**") will apply.

**1.3.** Individual terms and conditions may also apply and will be made available with each applicable promotion ("**Reward Criteria**").

**1.4.** By taking part in our Refer a Friend promotion, you accept that you have read and understood these General Terms and the Reward Criteria (the "**Terms**").

**1.5.** In the event of any conflict between the General Terms and the Reward Criteria, the Reward Criteria shall take precedence.

**1.6.** If there are any issues or questions regarding our Refer a Friend promotion, please contact us by phone on **03301 759 713**.

## 2. The reward

**2.1.** If an Existing Customer refers a friend to Utilita and the New Customer successfully undergoes a solar installation with Utilita, the Existing Customer and the New Customer will be eligible to receive a reward from Utilita, subject to meeting any qualifying criteria set out in these Terms ("**Referral**").

**2.2.** The specific reward will be set out in the applicable promotion communications and subject to the applicable Reward Criteria ("**Reward**").

**2.3.** These Terms apply to any Referrals made from September 2025.

## 3. Eligibility

**3.1.** The Refer a Friend promotion is open to;

(a) Existing Customers, who are domestic Utilita solar customers resident in mainland UK (excluding Northern Ireland), aged 18 years or over and who have had a successful Utilita solar package installed since February 2025; and

(b) New customers who purchase a domestic solar package that includes at least one battery.

(c) New Customers, who are eligible domestic Utilita solar customers resident in mainland UK (excluding Northern Ireland), aged 18 years or over and who have had a successful Referral from an Existing Customer.

**3.2.** You will be unable to participate in this Refer a Friend promotion if:

(a) You have not had a successful solar installation carried out by Utilita Home for any reason, even if this reason was due to factors outside of your control such as refusal to install by Utilita Home or an unsuccessful desktop survey; or

(b) You are a New Customer and the Existing Customer making the Referral has not had a successful solar installation carried out by Utilita Home for any reason, even if this reason was due to factors outside of their control such as refusal to install by Utilita Home or an unsuccessful desktop survey.

**3.3.** The New Customer must have had a successful solar installation carried out by Utilita Home as a result of the referral of the Existing Customer, for Existing Customers to receive the Reward.

**3.4.** This promotion applies to domestic customers only and excludes:

**3.4.1.** commercial customers; and

**3.4.2.** Utilita employees.

**3.5.** Additional eligibility requirements may apply and will be set out in the relevant Reward Criteria.

**3.6.** Only Existing Customers and New Customers that meet the eligibility criteria set out above will be capable of participating in the Refer a Friend promotion and claiming the Reward. If you are not the primary named individual in relation to the solar installation at your home, you must get permission from the named contact.

**3.7.** There is no limit to the number of Referrals you can make. A Reward can only be redeemed once per each successful Referral.

**3.8.** You are responsible for inaccuracies of the data submitted through each promotion and ensuring that we have valid contact details. By participating in a promotion:

(a) You are agreeing to be bound by the Terms; and

(b) You are confirming that you are an Existing Customer or New Customer, who meets the eligibility criteria and is capable of participating in the promotion and claiming the Reward.

**3.9.** Entries not complying with the Terms will be deemed invalid.

**3.10.** Utilita may require such information as it considers reasonably necessary for the purpose of verifying the eligibility of participants and the Reward may be withheld until Utilita are satisfied with the verification.

**3.11.** Utilita reserves the right to refuse entry or refuse to award the Reward to anyone in breach of the Terms.

**3.12.** Upon confirming eligibility, the Existing Customer or the New Customer's details may be passed onto a third-party company to facilitate and/or arrange delivery of the Reward. Further details of the third-party company will be included in the applicable promotion communications.

## 4. How to enter

**4.1.** Upon referral of any New Customer, the New Customer will be required to provide the full name and any relevant details required to identify the Existing Customer who referred them. If these details can be successfully verified, the New Customer will be provided with the Reward. Following successful solar installation at the New Customer's home, the Existing Customer will also be provided with the Reward.

**4.2.** To be a valid referral, the New Customer and Existing Customer must use the approved referral method.

**4.3.** The Rewards may be subject to any relevant opening and closing dates for the applicable promotion, as specified in the applicable promotion communications and Reward Criteria.

**4.4.** The Rewards are subject to availability. Utilita provides no guarantee that the Rewards will remain available throughout the duration of the applicable promotion.

**4.5.** Utilita will contact the New Customer as soon as possible once verification of the Existing Customer's details has been completed. Utilita will also contact the Existing Customer as soon as possible after successful completion of the solar installation at the New Customer's Home. It is important that you keep your details up to date so that Utilita can contact you. Utilita will continue to make reasonable efforts to contact you up to a maximum of 14 days following verification of the Existing Customer's details or New Customer's successful installation.

**4.6.** If Utilita is unable to contact you after a reasonable period and/or unable to confirm eligibility or if any Reward is unclaimed or declined within a reasonable period, the Reward shall be deemed as unclaimed or unaccepted. Utilita is not responsible for any inability to take up or otherwise receive the specified Reward.

**4.7.** Each Reward is non-transferable, non-exchangeable and may not be resold. No cash or equivalent, or alternative, will be offered or given at your request. Utilita reserves the right to substitute the Reward of similar value in the event of non-availability of the Reward or if the Reward cannot be awarded for reasons beyond Utilita's reasonable control. In the event you do not accept the substitution, you will forfeit your right to the Reward.

## 5. Claiming the Reward

**5.1.** If you are eligible to receive the Reward, we will contact you and complete any necessary account verification checks and request any additional details that we reasonably require to deliver or provide the Reward to you.

**5.2.** The Reward may not be claimed by a third party on your behalf, but Utilita may (in its sole discretion) make reasonable adjustments on a case-by-case basis to allow you to claim the Reward.

**5.3.** Utilita does not accept any responsibility if you are not able to take up the Reward.

**5.4.** Where the Reward is to be redeemed with a third-party company, e.g. gift cards or vouchers, additional restrictions may apply. The Reward Criteria will specify any additional and/or third-party company terms and conditions in relation to the Reward.

## 6. Limitation of liability

**6.1.** So far as it is permitted by law, all conditions, warranties and representations expressed or implied by law are hereby excluded.

**6.2.** Nothing in these Terms shall exclude or limit our liability which cannot legally be excluded or limited including death or personal injury caused by our negligence, fraud or fraudulent misrepresentation. So far as it is permitted by law, Utilita and its associated companies and agents are not responsible for:

(a) direct, indirect, special or consequential loss, damage, or disappointment occurring as a result of your eligibility or you claiming the Reward, except where it is caused by Utilita, its agents or its distributors negligence or that of their employees; or

**(b)** any unforeseeable losses and liabilities, or any other loss or damage that you may incur which is not an obvious consequence of providing a promotion or Reward, or where the failure is due to circumstances that are beyond Utilita's reasonable control, including but not limited to:

**a.** any postponement or cancellation of the Refer a Friend promotion;

**b.** any inaccuracies of data submitted by you;

**c.** any incorrectly completed, lost or delayed notices, acceptances, tickets or other documents or Rewards related to a Refer a Friend promotion;

**d.** any changes to the Reward (including where the Reward does not reach the intended recipient) or cancellation of or use of or delay in the provision of the Reward; and/or

**e.** any act or default by the New Customer or Existing Customer resulting in being unable to activate or otherwise use the Referral Code or Reward (and/or any elements of it) which is beyond Utilita's reasonable control, including (without limitation) communications failure with regard to any equipment, systems, networks, lines, satellites, servers, computers or providers utilized in any aspect of the Refer a Friend promotion, inaccessibility, unavailability or any kind of failure of the internet, any relevant website, mobile phone network, any software, any hardware or any combination thereof.

**6.3.** Your statutory rights are not affected.

## 7. Data protection and publicity

**7.1.** Utilita is committed to protecting and respecting your privacy and will only use your personal information for the purposes of each promotion that you may enter and in accordance with these Terms. By entering a promotion, you agree that any personal information provided by you with your entry may be held and used by Utilita or its agents, suppliers and other applicable third parties in order to administer the promotion and/or the Reward.

**7.2.** For more information about your privacy and rights, please read Utilita's Privacy Information Notice [here](#). If you have any questions or concerns in relation to this Privacy Information Notice, you can contact Utilita's Data Protection Officer at [DPO@utilita.co.uk](mailto:DPO@utilita.co.uk) or write to Utilita Energy Limited, Hutwood Court, Bournemouth Road, Chandlers Ford, Eastleigh SO53 3QB.

**7.3.** The details for any applicable third-party privacy notices will be set out in the applicable promotional communications and Reward Criteria.

## 8. General

**8.1.** Utilita reserves the right to hold void, suspend, cancel, or amend a promotion, the Terms, or the Reward at any time with immediate effect, without prior notice and without liability to you.

**8.2.** Utilita reserves the right to correct any technical errors in the administration of any promotion, Reward, or the Terms with immediate effect and without liability to you; for example, where a technical error results in the individual being unfairly advantaged or disadvantaged.

**8.3.** In the event of fraud, abuse, and/or an error affecting the proper operation of a promotion, including the allocation of more Rewards than are available, Utilita reserves the right to declare a claim for the Reward void without liability.

**8.4.** Utilita's decision is final. No correspondence will be entered into with any New Customer, Eligible Customer or any other third party.

**8.5.** If any provision of the Terms is held invalid by any law, rule, order, or regulation of any government, or by the final determination of any court of a competent jurisdiction, such invalidity shall not affect the enforceability of any other provisions not held to be invalid.

**8.6.** If there is any reason to believe that you have breached these terms and conditions, we may, at our sole discretion, reserve the right to exclude you from participating in the Refer a Friend promotion or any future reward scheme.

**8.7.** These terms and conditions shall be governed by the laws of England and Wales, and both you and we submit to the exclusive jurisdiction of the courts of England and Wales.