

PROMOTIONAL TERMS AND CONDITIONS

TRUST IS COMMERCIAL TRADE-IN OFFER 2026

Date: August 2026

AT A GLANCE	DETAIL
Offer period	1 August 2026 to 31 December 2026 inclusive
Offer code	TRUST
Eligible products	Commercial G5 HydroTap range only
Maximum promotional saving	Up to £2,500, excluding VAT unless stated otherwise
Ordering channel	Direct orders accepted by Zip Water UK only

1. APPLICATION, STATUS AND PRECEDENCE

1.1 These Promotional Terms and Conditions (Promotion Terms) govern the Trust is Commercial Trade-In Offer 2026 (Promotion) offered by Zip Water UK Limited (Zip, we, us or our).

1.2 The Promotion is available only to business customers purchasing for use at business premises in the United Kingdom. It is not available for a residential purchase, resale, or any purchase made otherwise than in the course of a business.

1.3 These Promotion Terms are supplementary to the applicable Zip Water standard terms governing the relevant sale, HydroCare service plan or rental arrangement (Underlying Terms), together with any order summary accepted by Zip. The Underlying Terms continue to govern the contract, including order acceptance, payment, delivery, installation, title, risk, warranty, service, cancellation, liability and termination.

1.4 If there is a conflict, these Promotion Terms prevail only to the extent necessary to determine eligibility for, and the amount and application of, the promotional saving. In all other respects, the Underlying Terms and the accepted order summary prevail.

1.5 No quotation, marketing material, sales discussion or promotional communication forms part of the contract or creates a binding obligation on Zip unless it is expressly included in an order summary accepted in writing by Zip.

2. PROMOTION

2.1 Subject to these Promotion Terms, an Eligible Customer that purchases a Qualifying Product as an upgrade from an existing non-Zip water system may receive the promotional saving stated in clause 4.

2.2 Qualifying Product means a product in the Commercial G5 HydroTap range purchased directly from Zip under an order summary accepted by Zip during the Promotional Period.

2.3 Existing Non-Zip System means a functioning or previously installed non-Zip commercial water-dispensing or boiling-water system at the installation premises, including a kettle, countertop or wall-mounted boiler, water cooler or multi-functional tap. It does not include a Zip product, loose equipment not previously installed at the premises, or equipment acquired solely to obtain the Promotion.

2.4 The Promotion is not a cash rebate. The promotional saving is applied only as a reduction to the price in the accepted order summary. No separate claim, credit note, cash payment or retrospective adjustment is available unless Zip agrees otherwise in writing.

3. PROMOTIONAL PERIOD AND ELIGIBILITY

3.1 The Promotion starts at 00:00 on 1 August 2026 and ends at 23:59 on 31 December 2026 inclusive (Promotional Period).

3.2 To be eligible, the customer must, by the end of the Promotional Period:

- submit an enquiry quoting the offer code “TRUST”;

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- receive a written quotation from an authorised Zip representative for at least one Qualifying Product;
- place an order directly with Zip;
- provide any information or evidence reasonably requested by Zip to confirm eligibility and the Existing Non-Zip System; and
- have the order accepted by Zip in writing.

3.3 The customer must pay all sums due under the accepted order in accordance with the Underlying Terms and the accepted order summary. Zip may remove or reverse the promotional saving where payment is overdue, an order is cancelled, a product is returned, or the customer otherwise ceases to meet these Promotion Terms.

3.4 Zip may decline an order or eligibility where information is incomplete, inaccurate, misleading or fraudulent, or where it reasonably considers that the Promotion has been abused.

4. PROMOTIONAL SAVING

4.1 The maximum promotional saving is £2,500, excluding VAT. The saving is determined by the Qualifying Product recorded in Zip's accepted order summary as follows:

QUALIFYING PRODUCT CONFIGURATION	MAXIMUM PROMOTIONAL SAVING
Boiling only	£1,500
Boiling and chilled	£2,000
Boiling, chilled and sparkling	£2,500

4.2 The promotional saving may comprise a reduction from the applicable Zip 2026 Commercial Price List and, where expressly shown in the accepted order summary, specified complimentary items or services. The applicable price, saving and included items are those shown in the accepted order summary, not any illustration or general promotional material.

4.3 Complimentary items or services may include a font, limescale filter where required, standard installation, and removal and recycling of one Existing Non-Zip System. They are included only where stated in the accepted order summary and remain subject to clauses 5 and 6.

4.4 The Promotion is limited to one promotional allowance per customer account during the Promotional Period. Zip may, in its discretion, apply that allowance across multiple Qualifying Products in one accepted order. It is not transferable, assignable, exchangeable or redeemable for cash.

4.5 The Promotion cannot be used with any other discount, promotion, rebate, special offer, framework price, account credit or preferential pricing, unless Zip confirms otherwise in the accepted order summary.

5. INSTALLATION, REMOVAL AND RECYCLING

5.1 Any installation included in the Promotion is standard installation only and is subject to a satisfactory site assessment, safe access, suitable utilities and compliance with the Underlying Terms. Any non-standard works, including alterations to plumbing, electrical supply, cabinetry, drainage, access, permits, making good or out-of-hours work, are excluded unless separately quoted and accepted.

5.2 Removal and recycling are limited to one accessible Existing Non-Zip System at the same installation premises for each Qualifying Product where included in the accepted order summary. The customer must own the equipment or have authority to authorise its removal, ensure it is disconnected where required, and provide safe, unobstructed access.

5.3 Zip may refuse removal or recycling where the equipment is unsafe, inaccessible, contaminated, not owned or authorised by the customer, or cannot lawfully or safely be handled. This does not affect the price of any installed Qualifying Product unless Zip agrees otherwise in writing, and no cash alternative or substitute benefit will be provided.

6. EXCLUSIONS

6.1 The Promotion is not available to wholesalers, resellers, retailers, participating stockists, Zip employees, employees of associated companies, or persons or organisations connected with the administration of the Promotion.

6.2 The Promotion is available only for installation at business premises in England, Scotland, Wales or Northern Ireland. It is not available outside the United Kingdom.

6.3 Residential HydroTap products, prior purchases, replacement parts, service-only purchases, rental extensions and orders placed through any route other than a direct Zip channel are excluded.

6.4 Zip may require reasonable evidence of eligibility. Failure to provide evidence within a reasonable period may result in the order being processed without the promotional saving or, if already applied, the saving being invoiced as an additional charge.

7. AVAILABILITY, CHANGES AND CANCELLATION

7.1 The Promotion is subject to product availability. Zip may withdraw, amend, suspend or extend the Promotion before accepting an order without notice. Any such change will not affect a promotional saving expressly recorded in an order summary already accepted by Zip, except where the order is cancelled, returned, not paid or obtained through error, misrepresentation or fraud.

7.2 Zip may correct clerical errors, pricing errors, system errors or omissions in promotional communications or quotations before accepting an order. If a correction materially affects the order, Zip will give the customer the option to proceed on the corrected basis or cancel the order in accordance with the Underlying Terms.

7.3 Zip's decision on eligibility and the application of the Promotion is final, acting reasonably and in good faith. Nothing in these Promotion Terms limits any right that cannot lawfully be excluded.

8. GENERAL

8.1 These Promotion Terms, the applicable Underlying Terms and the accepted order summary form the entire agreement relating to the Promotion. No variation is effective unless agreed by Zip in writing and recorded in the accepted order summary or another written document signed by an authorised Zip representative.

8.2 If any provision of these Promotion Terms is invalid, illegal or unenforceable, it shall be modified to the minimum extent necessary or, if that is not possible, severed. The remaining provisions remain in full force.

8.3 A delay or failure by Zip to exercise a right does not waive that right. No person other than Zip and the Eligible Customer has a right to enforce these Promotion Terms under the Contracts (Rights of Third Parties) Act 1999.

8.4 These Promotion Terms and any non-contractual dispute or claim arising out of or in connection with them are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction.

8.5 A copy of these Promotion Terms and the General Promotion Terms and Conditions is available from Zip on request and at [insert current Zip Water UK terms webpage].