

New Lease of Life Campaign Terms and Conditions

Business campaign for the replacement and recycling of existing EV chargepoints

Important

These terms govern the promotional payment of £500 for each qualifying single-socket charger and £1,000 for each qualifying dual-socket charger replaced through Roam's New Lease of Life campaign. The campaign is available only for sites accepted onto Roam's fully funded solution and is conditional on the applicant signing Roam's required long-term agreement and lease or other site agreement. Eligibility is not automatic.

Promoter

EV Chargers Ltd trading as Roam

Company number

12626410

Registered office

Nexus House, 4 Gatwick Road, Crawley, United Kingdom,
RH10 9BG

Campaign contact

enquiries@roamcharging.com | 0800 099 6000

1 Promoter and scope

- 1.1 The promoter is EV Chargers Ltd, trading as Roam (Roam, we, us or our), company number 12626410, whose registered office is at Nexus House, 4 Gatwick Road, Crawley, United Kingdom, RH10 9BG.
- 1.2 The New Lease of Life campaign is a business-to-business offer. It is available only to organisations and individuals acting wholly or mainly for purposes connected with their trade, business, craft or profession. It is not available to consumers seeking a charger for personal or domestic use.
- 1.3 The campaign is available only where the site is accepted onto Roam's fully funded solution and the applicant and any relevant site owner sign Roam's required long-term fully funded agreement, together with Roam's long-term lease, licence or other form of site agreement. Client-funded installations, charger purchases and projects that do not proceed under Roam's fully funded solution are not eligible.
- 1.4 These terms apply only to the campaign payment. Any survey, removal, installation, operation, maintenance, tariff, revenue-share, land-rights or other services will be governed by the separate written agreements between Roam and the applicant or relevant site owner. If there is a conflict, those agreements will take priority for those services.

2 Campaign period and availability

- 2.1 Applications open on 21 September 2026 and close at 11.59 pm on 31 July 2027, unless the campaign is closed earlier under clause 11.
- 2.2 The campaign is subject to funding, equipment, installer capacity and geographical availability. Submitting an enquiry or application does not reserve funding and does not create an entitlement to participate or receive a payment.
- 2.3 The campaign applies to qualifying sites in England, Scotland and Wales. Roam may limit availability by region or site type where delivery is not reasonably practicable.

3 Who may apply

- 3.1 An applicant must be legally entitled to enter into the fully funded replacement project and must either own the site and existing chargers or have the written authority of the owner and every other person whose consent is required. The applicant and relevant site owner must be able and willing to enter into Roam's required long-term agreements and grant the lease, licence or other site rights required by Roam.
- 3.2 The applicant must provide accurate, complete and up-to-date information and any evidence reasonably requested by Roam, including charger make, model, serial number, socket configuration, age, condition, ownership, location, photographs, usage information, electrical information, site plans and copies of relevant contracts or consents.
- 3.3 Employees of Roam and its group companies, their immediate families, and any person professionally connected with administering the campaign may not claim unless Roam confirms otherwise in writing.

4 Qualifying chargers

- 4.1 A qualifying charger is an existing EV chargepoint which, in Roam's reasonable assessment, is installed and in service or capable of being evidenced as previously in service at the qualifying site, and is ageing, faulty, unsupported, non-compliant, non-OCPP, unmanaged or otherwise suitable for replacement through the campaign.
- 4.2 A single-socket charger is one physical charger unit with one vehicle charging outlet. A dual-socket charger is one physical charger unit with two vehicle charging outlets. Cables, connectors and outlets are not counted as separate chargers.
- 4.3 Unless Roam agrees otherwise in writing, a charger will not qualify if it:

- has been purchased, moved or installed mainly to obtain the campaign payment;
- has already been removed, disposed of or replaced before Roam's inspection or written approval;
- is not owned by the applicant or cannot lawfully be surrendered for removal and recycling;
- is subject to finance, lease, security, retention of title or third-party rights that prevent its removal or transfer;
- is a duplicate claim, has benefited from another Roam replacement incentive, or is covered by an existing binding Roam quotation or contract unless Roam expressly agrees otherwise; or
- cannot be removed safely or lawfully, or contains hazardous material not disclosed to Roam.

5 Site and project eligibility

- 5.1** Eligibility depends on Roam being satisfied, following its commercial and technical assessment, that the proposed project is suitable. Roam may consider expected demand and utilisation, electrical capacity, network connectivity, parking arrangements, access, land rights, planning and landlord consents, installation complexity, project cost, health and safety, equipment availability, funding, credit and counterparty risk, and the proposed contractual term and operating model.
- 5.2** The applicant must give Roam and its contractors reasonable access to inspect the site and chargers. Any initial indication of eligibility is provisional and may be changed following a desktop assessment, site survey, technical design, title review, credit review or other due diligence.
- 5.3** A site qualifies only when Roam has issued final written campaign approval and all required documents for Roam's fully funded solution, including the long-term fully funded agreement and Roam's required lease, licence or other site agreement, have been signed by the relevant parties. No employee, agent or contractor may approve eligibility orally.

6 Campaign payment

- 6.1** Subject to these terms, the campaign payment is £500 for each qualifying single-socket charger and £1,000 for each qualifying dual-socket charger that Roam removes and replaces under an approved project.
- 6.2** The payment is calculated per physical charger removed, not per connector, cable, bay, parking space or new charger installed. Roam's classification and verified count of the removed equipment will apply, except in the case of manifest error.
- 6.3** The advertised amounts are exclusive of VAT. The applicant is responsible for any tax arising from the payment and for providing any valid invoice or other documentation reasonably required by Roam.
- 6.4** Roam will pay an approved claim by bank transfer to an account in the applicant's name within 60 days after all qualifying replacement chargers have been installed and commissioned, the removed chargers have been collected for recycling, and Roam has received the required claim documents. No cash alternative is available.
- 6.5** No campaign payment becomes due unless the fully funded agreement and lease, licence or other site agreement have taken effect and all qualifying replacement chargers have been installed and commissioned in accordance with those agreements.
- 6.6** Roam may withhold, set off or recover a payment where the applicant owes Roam money under the replacement project, has breached these terms or the project agreement, or received a payment to which it was not entitled.

7 Replacement works and additional costs

- 7.1** Any statement that qualifying chargers will be replaced at no cost applies only to the equipment and standard works expressly included in Roam's approved written proposal and separate project agreement.

- 7.2 Non-standard, optional or unforeseen works may be chargeable. These may include electricity network upgrades, new supplies, major civils, asbestos or contamination work, structural work, planning or legal costs, parking controls, specialist access, traffic management, reinstatement beyond the agreed scope, and remediation of unsafe or non-compliant existing electrical infrastructure. Roam will identify known additional charges before contract signature. Any later variation will be handled under the project agreement.
- 7.3 The applicant remains responsible for obtaining and maintaining all permissions, consents and rights allocated to it in the project agreement and for ensuring that information supplied to Roam is correct.

8 Removal recycling and data

- 8.1 Each qualifying charger must be surrendered to Roam or its nominated recycling partner when removed. Title to the removed charger passes to Roam on removal unless the project agreement states otherwise. The applicant may not retain, resell, reuse or make a separate claim for the equipment.
- 8.2 Roam will arrange for surrendered chargers to be handled through an appropriate WEEE recycling route. Recycling evidence will be provided only where this is included in the project agreement or otherwise agreed in writing.
- 8.3 Before removal, the applicant must back up any information it needs and disclose whether the charger stores personal, payment, access-control or commercially sensitive data. The applicant is responsible for lawful retention or deletion of data under its control. Roam may securely erase or destroy data-bearing components as part of recycling and is not responsible for loss of data that the applicant should have backed up.

9 Verification and misuse

- 9.1 Roam may verify any application, charger, site, supporting document or claim and may request further evidence before or after approval or payment.
- 9.2 Roam may reject or cancel an application, revoke approval, withhold payment or require repayment if it reasonably believes that information is false, incomplete or misleading; eligibility has been manipulated; the applicant has acted fraudulently, abusively or in bad faith; a duplicate claim has been made; or the applicant has breached these terms or the project agreement.
- 9.3 The applicant must notify Roam promptly of any change that may affect eligibility, including a change of ownership, authority, equipment, site design, project scope, financial position or ability to grant access.

10 Decisions and communications

- 10.1 Roam will decide eligibility and the value of any claim in accordance with these terms. Roam may correct administrative or calculation errors. Its decision is final, subject to any rights that cannot lawfully be excluded.
- 10.2 Notices and approvals under the campaign must be in writing. Campaign enquiries should be sent to enquiries@roamcharging.com or made by telephone on 0800 099 6000, but a telephone conversation does not amount to approval.

11 Roam's right to refuse amend suspend or withdraw

- 11.1 Before final written approval under clause 5.3, Roam may refuse an application or amend, suspend or withdraw the campaign at any time in its discretion, including because of funding, capacity, equipment availability, commercial viability, technical findings, safety, legal or regulatory requirements, suspected misuse, events outside Roam's reasonable control or a change in Roam's business requirements. Roam

has no obligation to give an applicant final approval merely because the applicant appeared eligible at an earlier stage.

11.2 After final written approval, Roam may revoke eligibility or change or end the campaign for that applicant only where permitted by these terms or the project agreement, or where reasonably necessary because:

- the applicant fails to meet a condition, deadline or obligation, or fails to sign required documents;
- information supplied is inaccurate, incomplete or becomes materially out of date;
- the site or project changes materially, or due diligence identifies a technical, safety, legal, credit or commercial issue;
- equipment, installer capacity, third-party permissions or funding cease to be available despite Roam taking reasonable steps;
- continuing would be unlawful, unsafe, impracticable or contrary to a regulator's requirement; or
- an event outside Roam's reasonable control prevents or materially delays delivery.

11.3 Roam will take reasonable steps to notify affected applicants. Unless required by law, safety or circumstances outside Roam's reasonable control, a campaign amendment will not remove a payment already earned after every condition in clause 6.4 has been satisfied.

11.4 Roam is not responsible for an applicant's expenditure or commitments made before the separate project agreement is signed or outside its agreed scope.

12 Liability

12.1 Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot lawfully be excluded or limited.

12.2 Subject to clause 12.1 and to the fullest extent permitted by law, Roam will not be liable under these campaign terms for loss of profit, revenue, business, contracts, anticipated savings, goodwill or data, or for indirect or consequential loss.

12.3 Subject to clause 12.1, Roam's total liability arising from the campaign terms in relation to an applicant will not exceed the total campaign payment paid or properly payable to that applicant. Liability arising under the separate project agreement is governed by that agreement.

13 Personal information

13.1 Roam will use personal information submitted in connection with the campaign to assess and administer applications, carry out due diligence, contact applicants and deliver approved projects. Roam will process personal information in accordance with its privacy notice at <https://www.roamcharging.com/legal/privacy-notice>.

13.2 The applicant must ensure that it has a lawful basis to provide personal information about site contacts, owners, occupiers and other individuals to Roam.

14 General

- 14.1** Roam may transfer its rights and obligations under these terms to a group company or to a purchaser of the relevant business. An applicant may not transfer an application or entitlement without Roam's written consent.
- 14.2** If any provision is found invalid or unenforceable, the remaining provisions will continue in effect. A delay in enforcing a right does not waive that right.
- 14.3** These terms and any non-contractual obligations arising from them are governed by the law of England and Wales. The courts of England and Wales have exclusive jurisdiction, except where applicable law requires otherwise. The governing law and jurisdiction of any separate fully funded agreement, lease, licence or other site agreement will be specified in that agreement and are not determined by this clause.