

Audi UK – Terms and Conditions - Direct Sales

1. Offer open to private retail customers who order a new Audi Q6 e-tron or e-tron GT model directly from Audi UK, a trading division of Volkswagen Group United Kingdom. Please note that you will need to visit an authorised Audi Centre (acting as agent for Audi UK) to order, purchase and take delivery of your vehicle. Limited between 2nd July – 30th September 2024 inclusive can receive either:
 - a) a 7kW Ohme Home Pro home EV charger (5m tethered cable) with standard installation; **or**
 - b) a 7kW Ohme ePod home EV charger (untethered) with standard installation; **or**
 - c) an Audi charging voucher code with £500 credit (app download, account creation, subscription, tariff selection & payment details required to activate the credit, credit valid for 3 years & cannot be extended).

The incentives are subject to the terms and conditions set out below. A customer is entitled to receive one incentive only, and is not entitled to receive all three incentives and/or any combination of them, or both home EV chargers.

2. This offer is open to UK residents, aged 18+.
3. To receive the Ohme home EV charger, you must be (a) a homeowner or (b) a renter with the landlord's permission, and in each case have off-street parking at the property. You must be a full time resident at the address where the home EV charger is installed.
4. Please request the offer during the ordering process and the participating Audi Centre will take the steps set out below, depending on the incentive selected by the customer.
 - a) If the customer elects to receive either a 7kW Ohme Home Pro home EV charger (5m tethered cable) with standard installation **or** a 7kW Ohme ePod home EV charger (untethered) with standard installation, the participating Audi Centre will place an order with Ohme at the time of ordering your qualifying vehicle.
 - b) If the customer elects to receive an Audi charging voucher code with £500 credit, the participating Audi Centre will provide the customer with the Audi charging voucher code upon handover of the vehicle with instructions on how to activate the voucher code.
5. The offer is not available retrospectively. Please speak to your Audi Centre for more information
6. Offer is subject to availability and we reserve the right to withdraw this offer at any time.
7. Your personal data, including your name, postal address, email and telephone contact details, and including the make, model, vehicle identification number (VIN), order number and delivery date of the vehicle being supplied to you, will be shared with Ohme Operations UK Ltd ("Ohme UK") to process this offer. In addition, that personal data, together with installation details and status of the selected Ohme home EV charger and any related information concerning your eligibility to receive this offer, will be disclosed by us and/or Ohme UK to Audi UK, a trading division of Volkswagen Group United Kingdom Limited, in connection with the validation by Audi UK of your eligibility to receive this offer. For further details of how and why your personal data is processed, please refer to the Audi UK Privacy Notice, at <https://www.audi.co.uk/uk/web/en/legal->

[and-privacy/privacy-statement.html](#). Please also refer to the privacy policy of Ohme UK at <https://www.ohme-ev.com/privacy-policy> for details of the processing undertaken by Ohme UK.

Ohme home EV charger

8. The following terms apply to the Ohme home EV charger incentive:

- a) The home EV charger is only available to customers who do not select the Audi charging voucher code credit incentive
- b) Ohme's standard terms and conditions of sale shall apply in relation to all home EV charger(s) supplied under this offer. App download and compatible equipment required. Not for commercial use. Please visit [Terms and Conditions UK \(ohme-ev.com\)](#) and [Mobile App Terms and Conditions UK - Ohme EV \(ohme-ev.com\)](#) for further information;
- c) installation must take place within a month prior to the vehicle delivery or up to 3 months after vehicle delivery (the "**Installation Period**");
- d) the home EV charger included in the offer is either a 7kW Ohme Home Pro (5m tethered cable) with standard installation only or 7kW Ohme ePod (untethered) with standard installation only. The availability of standard installation depends on various factors including the age and condition of the existing wiring at the property and the location of the nearest electricity point/meter. To find out whether you are likely to qualify for standard installation, please visit [Standard Installations \(ohme-ev.com\)](#)
- e) standard installation is subject to survey. You will have the option to choose between a untethered or 5m tethered cable unit;
- f) the home EV charger must be ordered from Ohme via a participating Audi Centre at the time of your new vehicle order
- g) supply, installation and maintenance of the home EV charger will be subject to a separate contract between the customer and Ohme. Neither Volkswagen Group United Kingdom Limited trading as Audi UK nor the Audi Centre can accept any responsibility in connection with that contract and any customer queries or claims must be directed to Ohme. Customers will need to liaise directly with Ohme in connection with survey and installation;
- h) any costs, for example, late cancellation fees, aborted visits, physical home surveys, additional accessories, home EV charger upgrades (including to upgrade from a 5m tethered cable to 8m tethered cable), non-standard installation, installation outside the Installation Period, or additional installation works must be paid for by the customer;
- i) if the customer rents their property, then they are responsible for obtaining the landlord's permission for the installation. All other permissions and consents are also the responsibility of the customer;
- j) the home EV charger is only available for installation at a residential address owned by the Audi customer (or rented by the Audi customer, with the landlord's permission) with off-street parking and electrical capacity sufficient to support the home EV charger (unless otherwise agreed specifically with Audi UK and Ohme);

- k) Home EV chargers are non-transferable and non-refundable and there is no cash or other alternative available under this offer. However, Audi UK reserves the right to include a different home EV charger and installation, of equivalent or greater value, within the offer;
- l) if a qualifying vehicle order is cancelled after installation, then the customer will be liable to pay the fees paid by Audi UK and/or the Audi Centre in connection with the home EV charger and standard installation. If the customer cancels the qualifying purchase before the installation has taken place then they will no longer be entitled to a home EV charger with standard installation through this offer. This does not affect customers' statutory rights.
- m) For customers who are eligible for the Government electric vehicle (EV) charge point grant (worth up to £350 – only available to homeowners who live in flats and consumers in rental accommodation), Audi UK will fund the remaining cost of the home charger with standard installation after the OZEV grant has been applied where the customer is eligible for the offer and in compliance with these terms and conditions. Audi will identify customers who are eligible for the grant and will support them through the grant application process;
- n) For most customers, who are not eligible for the EV charge point grant, Audi UK will fund the whole amount payable for the home charger to the value of this offer; and
- o) Subject to availability. Audi UK reserve the right to withdraw this offer at any time. UK sales only (excludes Channel Islands and Isle of Man).

Audi charging voucher code

9. The following terms apply to the Audi charging voucher code incentive:
- a) the Audi charging voucher code incentive is only available to customers who do not select the Audi Home EV charger incentive;
 - b) the Audi charging voucher code may be redeemed on the customer's Audi charging account to the value of £500;
 - c) the customer must have an Audi ID provided to them by Audi AG. The registration for and use of Audi ID is subject to terms and conditions:
https://content.my.audi.com/service/asset/pdf/termsfuse/termsfuse_en_GB.pdf;
 - d) the customer must have or create an Audi 'Charging Service' account on the MyAudi app (the "App"). The registration for and use of the App is subject to terms and conditions:
https://content.my.audi.com/service/asset/pdf/termsfuse/termsfuse_en_GB.pdf;
 - e) the Audi 'Charging Service' only covers (and can only be used at) the charging stations displayed in the App. For full functionality, the customer must activate the GPS function when using the App;
 - f) compatible smartphone with mobile data connection may be required for charging. The terms and conditions agreed between the customer and the customer's telecommunications provider will apply to the use of the phone / mobile data connection (charges may apply);
 - g) customer must request the voucher code from the participating Audi Centre within three months of vehicle handover;

- h) the Audi charging voucher credit will be valid for at least three (3) years from the date of receipt by the customer (regardless of when the customer activates them in the Audi charging account). The expiration date will be confirmed to the customer by the participating Audi Centre. Once expired, the Audi charging voucher code will be invalid and cannot be extended. All unused credit will be lost on expiry of the card;
- i) the Audi charging voucher code is not replaceable if lost or stolen and no refund will be given for any unused credit;
- j) to activate the Audi charging voucher code, the customer must download the App, subscribe to Audi charging (the customer must have a valid email address and access to the associated email address), enter the VIN and select a tariff which will require payment details, then enter the voucher code. To be able to download the App, the customer will need to have iOS 15.0 or newer or Android 9.0 or newer. The voucher code must be entered in the App before the charging session starts so that the voucher code amount can be applied to that session;
- k) the voucher code can only be stored in one user account. Once it is stored in a user account, this cannot be undone;
- l) any outstanding balance will be lost if the customer closes the account after activating the Audi charging voucher code;
- m) the credit will be associated to the Customer's account but can be used to cover the cost of charging sessions for other vehicles. The customer may be required to log in at some chargers to use the voucher code;
- n) as above, the customer must select a tariff (a "Plan") (which will require the customer to save a valid payment method, which must be validated) before activating the Audi charging voucher code. A payment may be required for the purpose of sign-up/activation. Each customer will have the option to sign up to one of the following Plans: basic, plus or pro. The Plans have different subscription cost and kWh rates for AC / DC & Ionity. For more details on Plans and associated fees please see [audi.co.uk](https://www.audi.co.uk). The voucher code credit cannot be used towards the cost of the monthly Plan. The credit can only be used to cover the cost of charging and can be used for any Plan selected. The credit remains valid even if the customer switches to another Plan;
- o) Audi charging general terms and conditions apply:
https://consent.vwgroup.io/consent/v1/texts/Audi_charging/gb/en-GB/termsOfUse/latest/pdf
- p) the customer will be liable for any costs over/above the amount of the credit voucher code;
- q) the Audi charging voucher code is non-transferable and non-refundable and there is no cash or other alternative available under this offer. The Audi charging voucher code credit cannot be withdrawn and the customer cannot recover any of the credit as cash. The Audi charging voucher code cannot be redeemed for or used towards the purchase of additional voucher codes;
- r) if a qualifying vehicle purchase is cancelled after the voucher code is activated and used, then the customer will be liable to repay to Audi UK and/or the Audi Centre an amount equal to the amount of credit used by the customer. If a qualifying vehicle purchase is cancelled prior to activation, then the voucher code and any credit will be forfeited. This does not affect customer's statutory rights; and

- s) the 'Audi charging' offer is provided by Volkswagen Group Charging GmbH (Elli). The 'Elli Multi-Purpose Voucher' general terms and conditions apply:
<https://app.elli.eco/vouchers/terms/gb>.