

Terms and Conditions for Using "2026 e-Coupon"

1. The e-Coupon can be used within 12 months from the effective date of the electricity account, or 31 December 2026 (whichever earlier). It will become invalid after the expiration date and cannot be returned or exchanged.
2. E-coupon is only applicable on Domeo (www.clpdomeo.com) or CLP Customer Service Centre or Energy Efficiency (Product and Service) Hotline for purchasing the following products.
 - Combo appliance package 1 - Must purchase Electric Water Heater (providing for bath use) together with Twin Zone Induction Cookers/ Infra-red Cookers/ Infra-red and Induction Cookers (Not applicable to hot plate) in the single transaction.
 - Combo appliance package 2 - Must purchase Electric Water Heater (providing for bath use) together with Single Zone Induction Cooker/ Infra-red Cooker (2kW or above) in the single transaction.
 - Electric Water Heater (providing for bath use)
 - Twin Zone Induction Cookers/ Infra-red Cookers/ Infra-red and Induction Cookers (Not applicable to hot plate)
 - Single Zone Induction Cooker/ Infra-red Cooker (2kW or above)
3. Each eligible electricity account can only purchase ONE Electric cooker (either single or twin zone) and ONE Electric Water Heater or ONE Combo appliance package by using e-Coupon and it cannot be used in conjunction.
4. Only one e-Coupon can be used per transaction.
5. E-coupon is redeemable in transaction by entering the e-coupon code.
6. E-coupon can only be used once and cannot be transferable. In the event of any cancelled transactions or refunds, any redeemed e-Coupon(s) cannot be reused or returned.
7. E-coupon could be used with other Domeo's discount offers in a single transaction.
8. Each "Domeo" account is limited to redeeming or purchasing one designated product only.
9. E-coupon cannot be used to settle delivery fee.
10. Price of appliance must be HK\$100 or above.
11. E-coupon cannot be redeemed as cash, the total value of an e-Coupon will be deducted in full when used.
12. ***The customer shall install the appliance(s) and use it/ them in the CLP registered account address in the transaction for at least 12 months from the date of purchase.***
13. ***If customer terminates/ changes name for their electricity account or ceases to use the required appliance(s) in this application within 12 months from the date of purchase, CLP Power reserves the right to claim back the e-coupon amount.***
14. ***The customer agrees and accepts that CLP Power reserves the right to conduct a site visit at the registered account address within 12 months from the e-coupon using date. (or submit a photo of the purchase appliance taken with a valid electricity account number and send to aeh@clp.com.hk)***
15. There will be no reissuance in case of loss, stolen or expiry.
16. The customer and the suppliers/ retailers shall directly deal and bear all the consequences regarding the procurement, transportation, installation, after sales services and product quality of the appliance(s) involved in this application. CLP Power shall not be liable for all the consequences associated with the procurement, transportation, installation, after sales services, product quality and all other aspects in connection with the appliances.
17. CLP Power staff account holders are not eligible for this e-coupon promotion.
18. E-coupons are limited and are available on a first-come, first-served basis, while stocks last.
19. The customer agrees and accepts that CLP Power reserves all the rights to rectify the terms and conditions of this promotion at any time without prior notice. In case of any dispute arising from this promotion, the decision of CLP Power shall be final and binding. This Terms and Conditions shall be governed by the laws of Hong Kong SAR.
20. In the event of discrepancy or inconsistency between the English and the Chinese version, the English version shall prevail.