

Customer Contract General Terms and Conditions

This agreement is between

(1) Eco-energi which is a trading style of Gas Elec Safety Systems Limited of 3 Halfpenny Court, Halfpenny Lane, Sunningdale SL5 0EF (Company Reg. No. 3403927), (hereinafter referred to as "the Company")

and

(2) You (hereinafter referred to as "the Customer")

The definitions referred to in this contract:

"the Company" – Us.

"the Customer" – You.

"the Product" – the item or items described under "Product Description".

Product Description

Residential Energy Performance Certificate (EPC) **£75 + VAT**

Commercial Energy Performance Certificate (EPC) **Price on demand**

By law, all buildings that have been newly built, sold or rented out need an Energy Performance Certificate that tells you on a scale of A-G about the impact the property has on the environment, better rated properties should have less impact through Carbon Dioxide (CO2 emissions). They provide information about a property's energy use and typical energy costs and recommendations about how to reduce energy use and save money. We assess the property and produce the certificate.

Green Deal Advice Report (GDAR) **£140 + VAT**

The Green Deal is an energy efficiency scheme providing funding to landlords, tenants and home owners to undertake home improvements. The Green Deal Plan is a Pay As You Save scheme with very little or no upfront costs. A Green Deal Advice Report is required in order to determine eligibility for the green deal and consists of an Occupancy Assessment Report and Energy Performance Certificate. We assess the property and produce the report.

Minimum Energy Efficiency Standards (MEES CAR Report) **£40 + VAT**

Landlords are now required to ensure their properties are compliant with MEES. This report will determine the energy rating levels of the property and how best to achieve the minimum level of E for both domestic and commercial properties. We assess the property and produce the report.

Terms and Conditions

When we sell the Product to you, just like all purchases, there's a contract in place for that sale.

We will provide confirmation of the Product chosen and supply the Product described above through an accredited assessor by using approved software to develop the report or certificate.

We will arrange a convenient appointment and visit to take place in order to carry out the assessment for the Product.

We shall not be liable for any delay or failure to perform our obligations where such delay or failure is caused by an unforeseeable or unavoidable event or circumstance that is beyond our reasonable control.

The recommendations contained in the Product reports are only a guide. If you decide to make the changes recommended, you will improve your property's energy rating and efficiency and therefore make the property more attractive to buyers.

We are responsible to you to the extent that the Product is produced as accurately as possible within the guidelines and standards of the assessments based on the information that we are able to see and obtain at the property.

If you think the Product you receive is incorrect in any way then please contact our customer service team on the details shown on our website at www.eco-energi.com.

You can purchase the Product outright and we accept several different payment methods.

If we are in breach of these T&Cs, we will only be responsible for any losses that you suffer as a result to the extent that they are a foreseeable consequence to both of us at the time you order the relevant Product.

Our total responsibility to you in relation to an order placed by you for a Product will be limited to the amount paid by you for the Product.

These limitations and exclusions do not affect your statutory rights and only apply to the extent permitted by applicable law. Nothing in these T&Cs shall limit our liability for personal injury or death caused by our negligence.

The contract to which these conditions apply in all respects shall be governed and construed in accordance with the law of England.

Refunds

We have selected Worldpay to manage the processing of payments. Worldpay are trusted and utilised by thousands of businesses, big and small, in nearly all parts of the world and are recognised as a secure and easy-to-use payment solution over the internet.

You have a right to cancel your appointment and therefore your order before a visit takes place and be provided with a full refund.

As the order is personalised for you and by its very nature cannot be sent back then no refunds will be provided once the appointment has taken place.

This does not affect your statutory rights however if we fail to provide a suitable service or your order is defective in any way.

In order to cancel your appointment please call our Bookings Team on 01344 876672 and/or email info@eco-energi.com.

How long does a refund take?

When you cancel, we will refund your account as soon as we've processed your cancellation, although this can take up to 10 working days to show in your bank or credit account. Alternative Payment Methods can take longer. When a payment has reached the REFUNDED (or REFUNDED_BY_MERCHANT) status it indicates that the issuer is processing the refund and the customer will receive it.

What if my card is refused?

Cards are not refused by our company but by your bank or card issuer. There could be many reasons this may happen and we suggest you contact your card issuer in the first instance if you have a problem with your payment being declined.

Can I have a receipt?

Yes. You will receive a confirmation of your payment on your screen after you make the payment. This will display on your unique transaction number. You will also receive an email confirming the payment has been successful.

I've paid the wrong amount – can I have a refund?

Yes. Mistakes can happen. If you have overpaid your account contact our Bookings team on 01344 876672.

Complaints

If you are not satisfied with your purchase then you can contact our customer services team who will acknowledge your complaint by email within 24 working hours, and if your issue is straightforward we will be in touch with a resolution within 72 working hours of sending the acknowledgement to you.

If you do not feel that your complaint has been fully resolved when you receive the final response from our customer services team please let us know and they will refer your complaint to our complaints team.

If you are unhappy with the resolution then you can contact a certified alternative dispute resolution provider to help negotiate a solution with us and we will comply fully with this process.

Personal Information and Privacy Notice

In the course of our dealing with you we may collect and process certain information about you, including your name, address, contact details (including your email address and contact telephone number), payment details (where applicable), and other information about you. Your personal information may be used by us, our employees, or agents to:

- identify you during any communication between you and us
- assess eligibility for products (whether provided by us or on our behalf)
- communicate with you to arrange the provision of such products:
- administer and provide such products:
- detect and prevent loss, fraud and other criminal activity:
- carry out market research and to help us review, develop and improve the products we offer: and
- contact you (in accordance with your preferences), by post, telephone, SMS, email and other electronic means with information about products, services, promotions, and offers that may be of interest to you.

In the event that we sell or buy any business or assets, we may disclose personal information held by us to the prospective seller or buyer of such business or assets. If we or substantially all of our assets are acquired by a third party, personal information held by us will be one of the transferred assets.

Your personal information may also be used by us, our employees or agents if we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce any agreement we have with or otherwise concerning you, or to protect our rights, property or safety or those of our customers, employees or other third parties.

Access to Information

You have the right to access information held about you and you can ask for a copy of the personal information held about you. You also have the right to ask for inaccuracies in information to be corrected. Any access request may be subject to a fee of £10.00 to meet our costs. A copy of the information held about you by us can be requested by writing to us at the address shown. We will not transfer your personal information outside the EU without first obtaining your consent.

Tel: 01344 876 672

Email: info@eco-energi.com