

TERMS AND CONDITIONS OF SALE

PLEASE READ THESE TERMS OF SALE CAREFULLY BEFORE PLACING YOUR ORDER AND RETAIN A COPY OF THESE TERMS AND YOUR ORDER FOR FUTURE REFERENCE.

1 Formation of the contract

- 1.1 These terms of sale apply to all products and services supplied by us, ecoEPCs (“we”, “us”). Registered office 4 Sydney Cottages, Elm Road, Claygate, Surrey KT10 0EJ.
- 1.2 No contract exists between you and us until we have received your order and a confirmation of that order, which may be printed by you, has been displayed on your computer monitor screen. Once you have received this confirmation, there is a binding legal contract between us.
- 1.3 The contract is subject to your right of cancellation (see below).
- 1.4 We may change these terms and conditions of sale without notice to you in relation to future sales.

2 Description and price of the goods and/or services

- 2.1 The description and price of the goods and/or services you order will be as shown on the quotation email you will have received and any other relevant preceding emails that detail the scope of the services involved.
- 2.2 The price of the goods and/or services are currently not subject to VAT. However this is subject to change and therefore where VAT is applicable it will be shown separately at order confirmation prior to order acceptance.

3 Payment

- 3.1 Payment for the good and/or services with respect to Energy Performance Certificates (EPCs) will be made prior to the lodgements of the Certificate(s) on the Government Central Register. With respect to consultancy services and in particular energy efficiency advice, payment will be made prior to the submission of the efficiency advice report.

4 Delivery

- 4.1 The goods and/or services you order will be delivered electronically to the email address you give when you place your order. Postal deliveries are not made outside the United Kingdom and Northern Ireland without prior approval and may be subject to additional costs.
- 4.2 Every effort will be made to deliver the goods as soon as possible after your order has been completed. However, we will not be liable for any loss or damage suffered by you through any delay in delivery.

5 Your right of cancellation

- 5.1 You have the right to cancel your order at any time
- 5.2 To exercise your right of cancellation, you must give written notice to us by hand or post, telephone or email, at the address, telephone number or email address shown below (see paragraph 5.4).

5.3 Once you have notified us that you are cancelling the order subject to paragraphs 5.1 and 5.2 above, we will refund or recredit you within 30 days for any sum that has been paid by you or debited from your credit card for the goods less an amount that covers the exact costs incurred for products or services purchased in possessing your order to date.

5.4 Cancellation and general contact details for our Customer Care team

ecoEPCs

4 Sydney Cottages

Elm Rd

Claygate

Surrey KT10 0EJ

email the-office@ecoepcs.co.uk

Tel 07872 180720

6 **Data protection**

Please read our Privacy Policy which can be found on our Website, which explains how we use and protect the information that you provide to us.

7 **Applicable law**

These terms and conditions of sale and the supply of the goods and/or services will be subject to English law, and the English courts will have jurisdiction in respect of any dispute arising from the contract.

8 **Disclaimer**

8.1 While we endeavour to ensure that the information on our Website (www.ecoepcs.co.uk) is correct, we do not warrant the accuracy and completeness of the material on the Website. We may make changes to the material on the Website, or to the products and prices described in it, at any time without notice.

9 **Liability**

9.1 To the fullest extent permitted by law you agree that we shall not be liable to you or a third party for any indirect, special, punitive or consequential loss or damages, or any loss of income, profits, goodwill, data, contracts, use of money, or loss or damages arising from or connected in any way to business interruption, and whether in tort (including without limitation negligence), contract or otherwise in connection with the Website in any way or in connection with the use, inability to use or the results of use of the Website, any websites linked to the Website or the material on such websites.