

Terms and Conditions Electric Vehicle Charge point installation

TERMS AND CONDITIONS OF SALE

By signing our customer order form you will be entering into a legally binding contract with Alpha Heating (Chesterfield) Ltd for the supply of goods and services detailed on the order form and corresponding quotation. When you verbally request our goods and services you will be entering into a legally binding verbal contract. Goods and services are supplied by Alpha Heating (Chesterfield) Ltd subject to the following terms and conditions and it is important that you read these before engaging our services so that you understand your rights and obligations.

The OLEV grant

The Olev grant is subject to terms and conditions and eligibility criteria and may be revised or withdrawn by the government at any time without prior notice. Please visit OLEV website for further details. All charge points issued under the OLEV scheme will contain a set of unique serial numbers. The serial number will need to be quoted on the OLEV paperwork to validate your claim. Removal of the serial number from the unit will invalidate the warranty on the product. Customers have a responsibility to inform either OLEV or us as your installer if any of their circumstances change after signing the EVHS application form. If your circumstances change after signing Part A ahead of the date of the installation, you should inform us, as the change may have invalidated your application and if you go ahead with the installation the grant contribution will become payable by you.

Specification of goods and services

All goods supplied will correspond with any specification provided by Alpha Heating Chesterfield Ltd and be of satisfactory quality and fit for purpose. All services will be performed by Alpha Heating (Chesterfield) Ltd using all reasonable skill, diligence and care. Alpha Heating (Chesterfield) Ltd may after the date of order but before the completion of works make reasonable changes to the specification of any goods or services where it is required to ensure compliance with any law, regulation change or code of practice.

Late/Non payment

Payment for work will be due immediately on completion of the works. Alpha Heating (Chesterfield) Ltd reserves the right to charge interest at 2% above the base rate for the time being of the Royal Bank of Scotland Plc for each day after this time until payment is received. If we incur expenses or charges through trying to enforce payment from you we may also demand these expenses or charges from you.

Ownership of goods

All goods supplied remain the property of Alpha Heating (Chesterfield) Ltd until paid for in full by you. This retention of ownership will not affect any claim which Alpha Heating (Chesterfield) Ltd may have against you for the non payment of any overdue amount.

Deliver/project completion dates

Any dates for delivery of goods and services are estimates and whilst Alpha Heating (Chesterfield) will always try to meet those dates we will not be liable for minor delays or failures caused by circumstances beyond our reasonable control such as staff illness, adverse weather conditions, supplier shortage of materials, parts or faulty damaged materials. If Alpha Heating Chesterfield Ltd fails to deliver goods and services by dates agreed with you then provided that the delay is not a direct result of any breach by you and any of your obligations under this contract (such as you failing to allow reasonable access to your home) and/or due to circumstances

beyond Alpha Heating (Chesterfield) Ltd reasonable control, you may request in writing that Alpha Heating Chesterfield Ltd complete all deliveries and services within a further reasonable time period. If Alpha Heating Chesterfield Ltd then fails to complete all deliveries and services in the further reasonable time period then you will have the option to terminate this contract due to Alpha Heating (Chesterfield) Ltd breach. Termination will result in Payment becoming due for any goods delivered or services carried out up until the date of termination.

Damage to goods/materials

Once any goods/materials have been delivered to your home you will become liable for any loss damage to those goods/materials unless the loss or damage was caused by Alpha Heating (Chesterfield) Ltd during the delivery/ installation of the goods/materials.

Working Hours

Alpha Heating (Chesterfield) Ltd normal working hours are Monday to Friday 8am – 6pm, however occasionally Alpha Heating (Chesterfield) Ltd may decide at our own expense to work outside these days/hours to enable us to complete work as soon as possible or minimise delay if you are in agreement to grant access to your home outside of these days or hours.

If you request that Alpha heating (Chesterfield) Ltd carry out work outside of our normal working hours (i.e. you ask Alpha Heating Chesterfield Ltd to install your charge point on a Saturday because this is the most convenient day for you then Alpha Heating (Chesterfield) Ltd agreement to do so will be subject to you agreeing to an additional charge for us working outside our normal working hours.

Allowing Alpha Heating Chesterfield Ltd the opportunity to put things right

If you suffer any loss or damage or rectification works are required for which Alpha Heating (Chesterfield) Ltd is responsible then you must give us a reasonable opportunity to remedy the problem, allow us access to your home to repair any damage for which we are responsible and you must take reasonable steps to minimise or avoid any loss or damage which you may suffer as a result of Alpha heating Chesterfield Ltd breach of this contract . Alpha heating (Chesterfield) Ltd will not be responsible for any loss or damage which you fail to give us reasonable opportunity to put right and/or which could have been avoided or minimised by you taking reasonable steps which you failed to take.

Statutory rights

These terms and conditions do not affect any statutory rights you may have.