

## Terms and Conditions

- 1.1** This Agreement is made between Southern Counties Heating Solutions Ltd (we) & the customer(s) named overleaf (you). 1.2. The order is made specifically for you, the customer(s) named overleaf. The goods remain the property of Southern Counties Heating Solutions Ltd until the outstanding balance is paid for in full. 1.3. Responsibility and safekeeping of the goods once delivered to the property as stated overleaf is the customers responsibility until paid for in full. 1.4 The full balance is due on delivery/day of installation. 1.5 If payment or part payment is withheld by the customer, we reserve the right to charge interest daily at 1% above the Bank of England Base Rate.
- 2.1** Each room will be measured in line with the company's survey process. We shall advise the customer of the correct specification to heat the room/property to a recommended comfort temperature of 21c. The output/size recommended for the room/rooms measured is based on all windows and doors being shut.
- 3.1** Installation. Before the equipment is installed, you must check and approve the intended location of each item with our installer.
- 3.2** We will not remove old equipment unless specified on this order.
- 3.3** We will if required, remove central heating boilers. We do not make good or do repair work to brickwork or roof tiles.
- 3.4** When decommissioning cold water storage tanks, we will endeavour to remove them from the property, if feasible. Galvanized/metal tanks cannot be removed.
- 3.5** New electric switches and cable runs will be surface run-in mini trunking unless stated overleaf on this order. Should the customer (you) require cables and switches chopped into the plasterwork/brickwork it must be agreed on this order and charged for.
- 4.1** Payment. All payments made to Southern Counties Heating Solutions Ltd must be made in pounds Sterling.
- 5.1** Timeframes. Southern Counties Heating Solutions Ltd will endeavour to deliver and install within the timeframe stated overleaf. Southern Counties Heating Solutions Ltd shall not be held responsible for circumstances that are outside the timeframe due to unforeseen supply issues.
- 6.1** Running costs. Southern Counties Heating Solutions cannot be held responsible for the running costs of equipment installed. The running costs will vary based on outside temperatures, the insulation values of the property, daily hours of use, indoor temperature settings, and the customers chosen electricity tariff.
- 7.1** Guarantees: All Manufacturers Guarantees will transfer to the customer on completion of the installation and when payment has been made in full.
- 8.1** Law and Jurisdiction. This agreement shall be governed by the laws of England and Wales.
- 8.2** Any dispute between the parties relating to this agreement shall fall within the jurisdiction of the Courts of England and Wales.
- 9.1** Your right to cancel. You (The customer named overleaf) has the right to cancel this contract within the cancellation period as determined by The Cancellation of Contracts Made in a Consumers Home or Place of Work Regulations 2013. The cancellation period is 14 days from the date stated overleaf.
- 9.2** Bespoke Items if specified overleaf cannot be cancelled after 14 days and must be paid for in full.
- 9.3** Notice of the Right to Cancel. Under the above-named regulation, you have the right to cancel this contract during a period of 14 calendar days from the day this notice is given or sent to you. During that period if you choose to cancel the contract any money paid by you will be refunded. If you wish to cancel you must do so in writing and deliver personally or send by (post or email) and sent to Southern Counties Heating Solutions Ltd at the address overleaf.