

Name:

Address:

Postcode:

Telephone:

Email:

Date:

Product Details:

Manufacturer:

Model:

Boiler Position:

Magnetic Filter:

Controls:

Warranty:

I have read and understood the terms and conditions on the reverse of the form

Signature:

Date:

Heatcare Renewable Energy Limited Terms and Conditions:

Prices quoted are fixed for 30 days from the signing of this agreement. Upon signing, this will form a legally binding contract between Heatcare Renewable Energy Limited and the customer. Finalisation upon survey which may be of costs is provided upon request, otherwise our system cost usually breaks down to 70% material costs and 30% administration, registration and labour.

1. Reference in the conditions to Heatcare Renewable Energy Limited, whose registered office is at 93 Rainford Rd St. Helens WA10 6DG

Heatcare is a trading name of Heatcare Renewable Energy Limited. We are authorised and regulated by the financial conduct authority FRN: 930564 We are a credit broker and not a lender. We offer credit and facilities from more than one lender. Heatcare Renewable Energy Limited 93 Rainford road WA106DG VAT Number: 124838213 Company number: 07866694 Tel 0800 999 1058

2. Reference to the customer is reference to whom the contract is addressed and will be referred to as you/your.

3. The contract is subject to availability of equipment and materials.
4. Access to the premises is required, in order that the installation may be undertaken.
5. If you require work to be carried outside of normal working hours Heatcare Renewable Energy Limited may make reasonable additional charges.
6. Deposits for goods and services are refundable if the order is cancelled within 14 working days
7. A deposit may be payable on acceptance of the contract Heatcare Renewable Energy Limited will request no more than a maximum of the total contract cost.
8. Heatcare Renewable Energy Limited will make every reasonable effort to start and complete the works as agreed but cannot accept liability for major delays beyond our control. In the unlikely hood that must cancel the scheduled installation date, an alternative mutually convenient date will be arranged. If any delays do occur, we will complete the work as soon as practicably possible. In the event of a serious delay for reasons that are beyond our control, then you will be entitled to cancel the contract and receive a refund. In the case of delays in the delivery of goods, then you may be offered products of equivalent specification, value and quality. You have the right to accept the work as soon as practicably possible. In the event of a serious delay for reasons that are beyond your control, then you will be entitled to cancel the contract offer, wait for the products ordered or cancel the contract and receive a refund in accordance with the HIES Assurance Scheme Consumer Code.
9. The contract includes the supply and installation of the components and any material required, to carry out the work specified and includes VAT at the current rate.
10. If required, any necessary permission will be in place before work commences on site. Heatcare Renewable Energy Limited have a planning department who can complete and application on your behalf. The cost of the planning application will be your responsibility unless otherwise stated.
11. Unless stated otherwise, the contract includes materials required to work and access to relevant areas of the property.
12. Our warranty is restricted to only the materials and appliances installed by or on behalf of Heatcare Renewable Energy Limited.
13. Only Gas Safe certified personal will be instructed to carry out the relevant installation services governed by Gas Safe standards and skilled professionals. Installation services are performed in accordance with the food industry practice and of a quality that is to be expected from competent and skilled professionals. Products supplied are certified and approved by Gas Safe.
14. All installation will be carried out in accordance with relevant statutory law industry standards and codes of practice
15. Our liabilities do not extend towards paying for the cost incurred for relocation satellite equipment, televisions or any other household equipment unless detailed in the proposal. It is your responsibility to pay for relocating of these items.

16. Heatcare Renewable Energy Limited warranties installations for 10 years from the period of installation. The warranty does not cover acts of vandalism, third party negligence, acts of god or wilful damage. And only covers pipes and fittings installed by us, your boiler is under manufactures warranty

17. There is a 14 cooling off period starting from the date of signed acceptance of the contract during which the customer has the rights to cancel the order without penalty. After this time a reasonable charge may be retained by Heatcare Renewable Energy Limited for any unrecoverable costs incurred as a direct result of cancellation.

18. If after technical survey the final system design is markedly different from what was agreed and set in the contract then the customer has the right to cancel their order,

19. All goods will pass into the property of and the title of the customer as balances are paid to Heatcare Renewable Energy Limited.

20. Any free extras are included subject to technical survey and must be listed on the contract at the time of signing. All extras are provided post installation of the main system.

Other Information:

If the customer wishes to exercise his/her rights to cancel the contract. Part 1 before should be completed and returned to the trader. You have the right to cancel this contract if you wish, within 14 days starting on the day this notice to cancel is issued. Cancellation should be communicated in writing or by email to the person shown below. This notice can be delivered in person, by email or sent by post – In which case you should obtain a certificate of posting or recorded delivery slip. You are advised to take a copy of the cancellation notice before returning it to Heatcare Renewable Energy Limited. To exercise this right please contact the cancellation team at the address above or email Heatcare Renewable Energy Work begun prior to the expiry of the cancellation period: If you have agreed in writing that work will commence before the 14-working day cancellation period expires and you subsequently cancel in accordance with your rights. You are advised that reasonable payment may be due for any work carried out. You are asked to confirm in writing that work may commence before your cancellation period expires. You can use Part 2 below to do this.

Part 1: Cancellation Notice

(Complete, detach and return this portion of the form ONLY IF YOU WISH TO CANCEL THE CONTRACT) I/We (Delete as appropriate) hereby give notice that I/We wish to cancel my/our contract. Contract reference No:

Signed:

Date:

Part 2: Work commencing prior to the expiry of the cancellation period

If the customer agrees that work may start before the cancellation period expires, they should sign below to confirm this agreement and that they understand that if they decide to cancel within 14

working days reasonable payment may be due for work already carried out prior to cancellation. I/We agree that Heatcare Renewable Energy Limited may commence work on: (Date), before my cancellation period has expired. I understand that if I decide to cancel within 14 days, I may be asked to pay for any work that has been done prior to my cancellation.

Signed:

Date:

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