

REFRESH PROPERTY SOLUTIONS (REFRESH) - HOME ENERGY EFFICIENCY UPGRADES

TERMS & CONDITIONS

A) Heating measures:

1. Tanks in the loft will only be removed if access permits. (Scrap value of all redundant materials has been factored into the overall price of the job.)
2. If requested, we will be removing your existing Oil Tank and will dispose of it in line with current Environmental standards after we complete your install. (This could take up to 10 days). The cost of this licensed disposal is included within the overall installation cost.
3. If you advise us that you wish to keep your existing oil tank, liability for its correct disposal lies with the customer and not with Refresh.
4. If at the scheduled installation date there is heating oil remaining in your Oil Tank, we can remove this for you at no extra charge. However, no payment will be due to you in respect of the redundant oil removed.
5. Vertical pipe work will be encased as per survey where required.
6. If you have a shower with a processor this will not be compatible with mains water pressure as discussed at survey and will need to be replaced.
7. If at the time of survey, you were informed that wooden or laminate floors need to be lifted to facilitate our works, this must be completed by you prior to our arrival. Failure to do so could result in your heating installation being postponed. If any lifting of floors is required, you will have been provided with written confirmation of this at the time of survey. If you are in any doubt about this, please let us know.
8. If the property has a Back Boiler Unit (BBU) - this will be decommissioned as part of the installation in order to comply with Health and Safety requirements. This may mean that the fireplace and hearth need to be removed in order to access the water chamber and pipework. Whilst every effort will be made to ensure that no damage is caused to the walls / wallpaper / mantel piece / hearth, we cannot guarantee this and if any such damage were to occur during the removal of the BBU, Refresh will not be liable for this. More information on Health & Safety Executive(HSE) guidance with regard to the removal of BBUs can be found here <http://www.hse.gov.uk/services/localgovernment/boilers.htm>

B) Loft insulation measures:

- The customer is responsible for ensuring that their roof space is fully cleared in advance of the installation date to facilitate the installation of roof space insulation. Failure to do this could result in the postponement of your installation.

C) Expiry of Quote / Offer:

- This quotation is valid for a period of 30 days from the date of issue.

D) Warranty:

- Your new appliance and measures come with specific warranties as summarized in the table below:

Part / Measure	Warranty Length:	Key Points
Boiler	10 years	Parts and Labour covered for mechanical or electrical break-down caused by defective workmanship or materials. Boiler needs to be serviced by a Gas Safe registered engineer.
Cavity Wall Insulation	25 years	Insurance Backed Guarantee to cover rectification of any defects relating to materials or workmanship
Loft Insulation	12 months	Workmanship Warranty
General Workmanship	12 months	Workmanship Warranty

Boiler

- Refresh will register the 10-year boiler warranty with the boiler manufacturer on your behalf.
- Upon completion of the installation - you will be issued with a Boiler Warranty Certificate and the Boiler Benchmark book which include full details of how to maintain your warranty and how to register a claim.
- To maintain your boiler warranty, you will need to have your boiler serviced annually by any Gas Safe registered engineer.

Cavity Wall Insulation

- Cavity Wall Insulation comes with a 25-year insurance backed guarantee.
- Upon completion of the installation - you will be issued with a Cavity Wall Insulation Guarantee Certificate which include full details of your warranty and how to register a claim.

Loft Insulation

- Workmanship in relation to the installation of loft insulation is fully guaranteed for 12 months.

General Workmanship

- All Refresh workmanship is fully guaranteed for a period of 12 months.
- Please note no liability can be accepted for any defects arising on any pre-existing system or pre-existing pipework which we have not installed but connect to - such as any failure of existing pipework due to pressurisation of the heating system or poor performance of any existing radiators due to age, type, or location.
- The warranty offered only extends to work completed by Refresh Property Solutions Ltd.

E) Data Protection

We will store your data securely; treat your data with respect and in compliance with current General data protection Regulation (GDPR) requirements. We will share your data with the following organisations for the following specific purposes only:

- local Council Building Control Office - Applying for Building Control for your energy efficiency measures as required.
- Manufacturers of your appliances (boiler) - to register the manufacturers' warranty.
- Energystore - the cavity wall insulation provider for the purpose of arranging the installation of your cavity wall insulation.
- MET Collect - the contractor responsible for collection and safe disposal of oil tanks.

We will not share your data with any other third party without your written consent. By completing our acceptance form you are agreeing to these terms.

F) Payment

You will be invoiced upon completion of your installation works. Your invoice is payable upon receipt.

Payment can be made via Credit/Debit card by clicking the link on the invoice or by telephoning our office on 02890 993 485.

Payment can also be made via BACS:

Sort Code: 95-06-11
A/c no: 90006351

G) Service and Maintenance

Refresh also provide an afterhours call out service for boiler breakdowns and repairs in addition to providing a full-service package for your annual boiler service and gas safety check - *note this is an additional service and is not covered by the quote unless specifically stated.*

Check our website www.refreshni.com or contact our office on 02890 993 485 for more information.

Please note: an annual service is required to comply with your boiler manufacturer's warranty.

H) Payment via Finance - Installation works within 14 days cooling off period

Express request for work to commence.

By signing and returning this slip you are providing your agreement in writing to enable us to commence work within the 14-calendar day cancellation period which starts when the customer signs the contract and ends 14 days after all the goods relating to the contract are delivered to the customers home.

Please note: If you consent for work to begin within the cancellation period and you later exercise your right to cancel you will be liable for the cost of work performed up to the point of cancellation. If you the customer had taken funding through one of our panel of lenders and cancel that financial contract you understand that you would have to make alternative arrangements to pay for the works installed. You will also lose the right to cancel the contract within the cancellation period when the installation is finished. When this occurs, we (Refresh NI) can charge the full contract price.

Signed.....Date.....

Customer Name.....