

Terms and Conditions

Terms and Conditions of Sale to Consumers (Domestic Installations)

We are Carbon Saving Group Ltd, Unit 9, 32 Burrington Way, Plymouth PL5 3FR. This agreement forms the Contract between us. We have carried out a survey of the property and will sell to you the goods and services (which together form the Works). This contract is legally binding on us to provide the works described contingent upon your property being suitable. This involves attending your property to carry out surveys and the works. To preserve quality, extra visits by us or 3rd parties may be required. We will give you reasonable notice if this applies. Any goods delivered prior to the installation are the property of CSG and remain the property of CSG until full payment has been made. Please read the Notice of The Right to Cancel, which is included in this contract. This can be returned to us by post or may be communicated by telephone or email within the normal 14 day cooling off period; accepting a technical survey or installation date within the 14 days waives your standard cooling off period and claims cannot be made after. We are happy to support our forces and offer a 5% Blue Light Discount; a blue card must be provided and verified by the sales consultant providing the quote. The Blue Light Discount is also not be used in-conjunction with any other discounts or offers. Any quotes given last for a maximum of 30 days. For quotes where the install is subsidised by grants, or subsidies are withdrawn or varied by our funders or the government at any time which is out of our control; you will be liable to make payment of this part of the works. A deposit will be required in relation to the measure being installed at your property, this will be requested at time of booking either a Technical Survey or Installation. This will hold either your Technical Survey or Installation date. The deposit will be non-refundable after the 14-day cooling off period either in line with the booking of your Technical Survey or Installation date. You will receive your invoice prior to commencement of the Works; 50% is payable on commencement of the works and the remainder is payable on commissioning. We shall not be liable for any delay or failure to carry out the works due to circumstances beyond our reasonable control including any supplier / merchant deliveries, withdrawal, or variation of funding (such as grants or subsidies) provided by 3rd parties towards the cost of the works. Where there is any delay, we shall contact you immediately and attempt to agree an alternate date. Unless a specific

make and model of product has been requested by the customer, if the installation is under the terms of a government scheme the goods supplied may change from the original survey and Carbon Saving Group Ltd reserve the right to make these changes to secure the required funding for the customer. We may also have to fit specified products if the works are subsidised by a scheme, Council or Government funding. We ask you to please remove delicate items and ornaments from any walls that may need drilling internally or externally, to prevent any damage caused by vibration. We are not liable for any damage caused by you failing to move items in this way. We shall fill any holes drilled with mortar/bricks that closely matches the colours used in the wall but cannot guarantee an exact match, particularly on rendered finishes. If you want these to match, please supply this to the installer on the day. We may ask you to lift carpets or floor coverings to gain access to carry out any under-floor work. If you require a specialist contractor to refit after, any costs incurred will be borne by the customer. We may need to remove all tv ariels, satellite dishes and the like from the external walls for the duration of any works required to external walls. Where possible these will be temporarily fixed to allow continued use, but this will depend on the site constraints. We may need to utilise external garden space for storage of materials. Please ensure external spaces are clear of all rubbish and animal excrement. We will require access to water and power for the duration of the works. Any hidden works that need upgrading on the day of installation that were not apparent on survey may be at the cost to the customer in addition to any previously agreed price, the customer would be invoiced following the installation but would be made aware of the additional costs of the day of installation. Should there be any hidden defects not apparent at the survey stage that defect is not covered by any warranty or guarantee provided by us, nor are we liable for any exacerbation of or consequential damage due to this defect. Installations carried out by Carbon Saving Group Ltd will be in line with manufacturers guidelines to ensure that all warranties remain valid. Any agreement to deviate from the manufacturer's requirements will void all manufacturer and Carbon Saving Group Ltd.'s warranties immediately and you accept liability for this in requesting this change. Installations completed

by Carbon Saving Group may be covered by an industry guarantee pertinent to the measure that has been installed, these will be supplied with a standard 2-year warranty unless otherwise stated in your installation paperwork, please ensure that you read and comply with the warranty requirements to ensure that works are covered for the full warranty period. Handover documents will be received under separate cover directly to you within 2 weeks after the installation has been completely signed off. Please refer to this certificate for details of the guarantee agency's complaints procedure. For any complaints regarding other works please contact us directly. Carbon Saving Group ask that you dispose of any recyclable and non-hazardous materials following the installation that can be put in a general or recyclable bin at your property, we will ensure that hazardous materials are removed by our installer, or they are collected under separate cover by a fully insured 3rd party with the appropriate waste carrier's license. This does not include asbestos or other materials which are required to be removed and disposed of by a specialist contractor. Any costs incurred in these circumstances are not included in the original works and will be at cost the customer unless picked up on survey and included in the original quotation. If your property is a listed building, in a conservation area, classed as an area of outstanding natural beauty or subject to any other restrictions, it is your responsibility to make sure that you get any permission you need before we start the work. If you do not get the permission required, you may be prosecuted in the criminal courts. If you have not got the appropriate planning permission, this is your responsibility. If we carry out

at your property and you have failed to inform us consent has not been approved or given us false or inaccurate information, you will compensate us for any losses we suffer because of your failure to get the permission you needed, which may include court fines and penalties. Information you give us may be used by us to identify you in communications between us; assist in the administration of accounts, services or products provided by us; assist in detecting fraud or loss; and communicate to you information about other services or products offered by us or any associated company. We shall not contact you in this way without your consent. All information will be kept secure in compliance with the Data Protection Act 1998. Information regarding the works may be disclosed to, and used by, Ofgem to enable Ofgem to determine whether statutory obligations under the Energy Act 2011 and The Electricity and Gas (Energy Company Obligation) Order 2012 are being complied with. Ofgem may contact you directly and may disclose your information to the Secretary of State for Energy and Climate Change. The Contract and these conditions shall be governed by the laws of England. Your statutory consumer rights apply, including The Consumer Protection (Distance Selling) Regulations 2000, The Cancellation of Contracts made in a Consumer's Home or Place of Work etc. Regulations 2008 and The Consumer Contracts (Information, Cancellation and Additional Payments) Regulations 2013.

IF YOU WISH TO CANCEL THE CONTRACT YOU MUST DO SO IN WRITING AND DELIVER PERSONALLY OR SEND (WHICH MAY BE BY POST OR BY ELECTRONIC MAIL) THIS CANCELLATION FORM to the persons and address specified below. You may use this cancellation form if you want to, but you do not have to do so. A letter from you confirming the same details would also be acceptable. Please complete, detach, and return this form **ONLY IF YOU WISH TO CANCEL THE CONTRACT**.

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Dear Cancellations Team

Cancellation Right

I/We (delete as appropriate) hereby give notice that I/We (delete as appropriate) wish to cancel my/our (delete as appropriate) installation.

Name:

Address:.....

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Signed: Date:

Please send this cancellation form to: Cancellation department, Carbon Saving Group Ltd, Unit 9 32 Burrington Way, Plymouth, PL5 3FR or by attaching an electronic copy of the signed cancellation form to an email to: info@carbonsavinggroup.com