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OUR TERMS AND CONDITIONS updated on the 15TH March 2021.

Agreement

1. These terms and conditions form the agreement between you and us:
 - a. you are the person who has requested the installation of an EV charger; and
 - b. Warwickshire ev of 45 Martin Lane Rugby cv22 7rf

EV Charger

1. If you accept and comply with this agreement:
 - a. we will supply and install an EV charger at your property;
 - b. we will then activate your EV charger. Once your EV charger is active, you'll be able to charge your electric vehicle
 - c. All payments should be made on the day of installation in full unless otherwise agreed in writing. we accept cash or bank transfer and we reserve the rights to charge a late payment fee at 3% per 1 calender month.along with the grant application not being processed and the full quoted payment will being re invoiced for including the grant portion.
 - d. Warwickshire ev take either verbal or email as the instruction to install the ev charging equipment that you accepted our estimate for.

Survey and Estimate

1. We will usually carry out a site survey prior to issuing an estimate for the work to be carried out. The estimate will normally represent the final cost of the work, but allows for contingencies that could not have been foreseen at the time of the survey, or which become evident when the installation actually commences.
2. Any departures from the current IET Wiring Regulations in your electrical installation, observed at the time of survey, will be notified to you and must be remedied before we can undertake installation of your EV charger.
3. Our estimate for the work will include parts and labour. The labour element of the estimate is for the entire job which includes notification process and is not dependent on the amount of time taken to complete it.
4. Although we do appreciate circumstances do change we reserve the right to charge for any work involved during the survey stage to cover our time and costs.If you do not go ahead with the installation after requesting a survey visit.

Installation

1. We will contact you to arrange the installation. You agree to allow our electricians to access your property to carry out the installation.
2. The services shall be rendered in accordance with the specification set out in the accepted quotation and subsequent agreement (as may be amended by mutual agreement from time to time).
3. You must have a suitable space at your property for us to install the charger. We must be able to access the electricity meter or main fuse board to install control equipment used to connect the EV charger. We will only connect your EV charger to an electrical installation when it is safe to do so. Any departures from the current IET Wiring Regulations in your electrical installation that were not noted at the time of survey will need to be remedied before installation of the EV charger can continue. Any such remedial works will incur further labour and materials charges.
4. We shall ensure that the services are rendered with reasonable care and skill and to a reasonable standard which is commensurate with best trade practice.
5. We shall ensure that our electricians comply with any and all relevant codes of practice.
6. Following completion of the installation you have a period of 1 day within which to inspect the completed work and to notify us of any defects. The electrician shall correct such defects at no additional cost to you.
7. If we are unable to complete the installation for any reason that is outside of our control, you may still be liable for reasonable costs we incur.

OLEV Grant

1. To have your OLEV funded EV charger installed at the agreed price, you will need to
Firstly agree the quote we have presented to you is acceptable in writing via email or verbal , secondly completed and returned correctly filled out Annex D and Annex I (if applicable) OLEV forms to obtain the grant.
You must also comply with all current OLEV Domestic Scheme Terms and Conditions. The link is included below and we ask all customers to ensure that they have read and understood these terms before proceeding. **OLEV Domestic. Failure to pay invoice,s on the time schedule of the agreed work instruction given to warwickshire ev will result in a grant application not being processed and warwickshire ev reserve the right to seek full quoted payment including the grant payment that was removed from your original quotation,invoice.**
2. Terms and Conditions.
3. If your claim is rejected by OLEV for any reason and cannot be rectified, you will be requested to pay the £350 grant within 30 days of notification, alternatively warwickshire ev will arrange for removal of the unit and all installation materials at a price agreed before removal.

Use the Charger

1. Once we have carried out the installation and your account is paid in full, you will become the owner of the charger. You are responsible for it being used in accordance with these terms and conditions, including, but not limited to:
 - a. following the manufacturer's instructions and any other oral or written instructions we give you;
 - b. not misusing, neglecting, tampering with or damaging the charger (including by disassembling it);
 - c. not attempting to, and not allowing any third party to, carry out any repairs, replacement, modifications or alterations on the charger in any way;

- d. ensuring the space surrounding the charger is suitable and safe for use, as instructed by us or our electricians.
- e. If you have any problem description of the fault and our support team will get in touch with you to diagnose the problem and arrange a support visit if necessary. With the charger you should alert us as soon as possible at enquiries@warwickshireev.co.uk quoting the serial number, the date of installation and a brief description of your fault.

Your Warranty

1. Your charger is covered by a three-year manufacturer's warranty. This includes one year on sites labour costs to make a repair and after one year our labour costs will be incurred in all other warranty repairs. See the user manual provided with your charger for further details. Please contact warwickshire.ev to make a warranty claim. The warranty does not extend to faults diagnosed as third party equipment.

Removal of your Charger

If you would like the charger removed, please contact warwickshire.ev and we may be able to provide you with a quote for the removal work.

Moving out of your property

If you are moving out of your property, please contact us if you'd like to take your charger with you. We will be able to provide you with a quote for removing your charger and reinstalling at your new property.

Agreement termination

- 1. We may terminate this agreement with immediate effect if you breach any of your obligations under this agreement.
- 2. If you cancel this contract after work has started, we will charge you our reasonable costs for:
 - a. any work already carried out;
 - b. any goods already installed into your property.

Liability

- 1. We won't be responsible for:
 - a. any failure of the EV charger to function correctly;
 - b. any costs, loss or damage you suffer as a result of events reduced quality of the electrical supply to your property causing the EV charger to malfunction due to under voltage, loss of phase or other abnormality including a tripping protective device we do recommend the installation of surge protection to limit overvoltage and protection of charging equipment and vehical if connected.
 - c. where an earth rod has been installed, any increase in the resistance to earth caused by seasonal conditions resulting in the EV charger malfunctioning;

any costs, loss or damage you suffer as a result of your broadband internet connection being insufficient in quality, capacity or speed to support the EV charger software. outside our reasonable control;