

Summary of Key Terms

EV charger supply and installation — a plain-English overview of our main Terms and Conditions.

This summary explains the main points of our Terms and Conditions in everyday language, so you know what to expect when we supply and install your electric vehicle (EV) charger. It is only a summary: the full Terms and Conditions set out your rights and our responsibilities in full and form our contract with you. If anything here differs from the full terms, the full terms apply.

What we provide

We supply your EV charger and install it at your home. All electrical work is designed, installed and tested to the current wiring regulations (BS 7671), the manufacturer's instructions and the relevant building and electricity network requirements. Most installations are "Standard Installations" — a typical, straightforward fit within the limits set out in your order.

What a standard installation usually includes

- Mounting your charger in an agreed, suitable location
- Connecting it to a suitable electricity supply with the right circuit protection
- A cable run up to the included allowance, using standard installation methods
- Testing, commissioning and the relevant electrical certification

Your Order Confirmation tells you exactly what is included for your installation.

When extra charges apply

If your property needs more than a standard installation, a fixed uplift of £200 (including VAT) applies — for example where extra labour, a non-standard cable route or minor remedial work is needed.

More exceptional or extensive work — such as replacing a consumer unit, significant additional cabling, groundworks or specialist access — is quoted separately, with no obligation.

We will always explain why work is needed and get your agreement before carrying out anything chargeable, except for work that is necessary to leave your property or electrics in a safe condition.

Other charges to be aware of

A charge of £75 (including VAT) may apply if you cancel or rearrange your appointment with less than two working days' notice, or if we attend but cannot carry out the work for a reason within your control — for example there is no access, the work area has not been cleared, or no responsible adult is present. Only one such charge applies to a single visit.



Getting ready for your installation

To help your installation go smoothly, please give us accurate survey information; make sure we can safely access the property, electricity meter and work area on the day; clear the area where we will be working; have a responsible adult (18 or over) present; and tell us about any solar panels, battery storage or other generation equipment. The power will normally be switched off for a while during the work, so please back up anything sensitive beforehand.

Changing or cancelling your order

If you ordered online, by phone or otherwise at a distance, you normally have a 14-day statutory right to cancel — counted from the day you receive the charger (for the goods) or from the day you place the order (for an installation-only service). To cancel, just tell us clearly; the easiest way is to email support@icee-ev.co.uk. If you have already taken delivery of the charger, you will need to return it (or let us collect it) and take reasonable care of it in the meantime, and we will refund what is due under the rules that apply. Outside the statutory period, reasonable costs may apply — for example for products specially ordered for you.

Your warranty and our workmanship guarantee

Your charger comes with the manufacturer's warranty (its length and conditions depend on the model), and you always keep your legal rights as a consumer. On top of that, our installation work is covered by a one-year ICEE-EV workmanship guarantee. These do not cover problems caused by things such as misuse, accidental damage, changes made by someone else, or faults in third-party equipment, apps or Wi-Fi.

Safety, faults and aftercare

Stop using the charger and, if it is safe to do so, switch it off at its isolator if you notice damage, overheating, a burning smell, smoke, or water getting in — and never open the charger yourself. Please report any problem to us as soon as you can. A visit may be chargeable if no fault is found, the issue falls outside the warranty or guarantee, or it was caused by damage, misuse or another party.

Your privacy and getting help

We handle your personal information in line with our Privacy Policy and never sell it to advertisers. If something is not right, please contact us so we can put it right. If you are still unhappy you can ask us to escalate it, and you can always get free, independent advice from Citizens Advice.

Get in touch

Email: support@icee-ev.co.uk

Telephone: +44 (0)2392 230 604

Website: www.icee-ev.co.uk



Support tickets: www.icee-ev.co.uk/support/submit-ticket/

This summary is for general guidance only and does not change your rights or our obligations.

Please read the full Terms and Conditions for complete details.

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