

Domestic EV Charger Supply and Installation

Terms and Conditions

Version 1.0.0 – Effective 24th June 2026

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1 About ICEE-EV and These Terms

1.1 Who We Are

ICEE-EV is a sector of I.C.E.E. Managed Services Limited, a company registered in England and Wales under company number 04554727.

Our registered office is:

28 Warfield Avenue

Waterlooville,

Hampshire,

PO7 7JN

Our principal trading address is:

Unit 20 Arnside Road,

Waterlooville,

Hampshire,

PO7 7UP

You can contact us using the following details:

Email: support@icee-ev.co.uk

Telephone: +44 (0)2392 230 604

Website: www.icee-ev.co.uk

References in these terms to "ICEE-EV", "we", "us", or "our" mean I.C.E.E. Managed Services Limited. References to "you" or "your" mean the person purchasing the charger, installation service or associated products from us.

1.2 What these terms cover

These terms apply when you purchase from us:

- A. A domestic electric vehicle charger;
- B. The installation of a domestic electric vehicle charger;
- C. Accessories supplied as part of that installation; or



- D. Additional work connected with the installation where that work has been quoted for and accepted by you.

These terms explain:

- A. How a contract is formed between you and us;
- B. What is included within our Standard Installation Specification;
- C. Your responsibility before and during the installation;
- D. What happens where additional or non-standard work is required;
- E. Your cancellation and rescheduling rights;
- F. The warranties and guarantees that apply; and
- G. What to do if there is a problem with the charger or installation.

1.3 Domestic Customers Only

These terms are intended for customers purchasing a charger and installation wholly or mainly for personal use at a domestic property.

They do not apply to workplace, commercial, destination, fleet, landlord or other business installations unless we have expressly confirmed in writing that these terms will apply.

Nothing in these terms affects any legal rights you may have as a consumer.

1.4 Documents forming your agreement with us

Your agreement with us consists of:

- A. these terms and conditions;
- B. your order confirmation or accepted quotation;
- C. the Standard Installation Specification;
- D. any accepted quotation for additional or non-standard work; and
- E. any other document that we expressly confirm forms part of your agreement.

Your order confirmation will identify the charger, accessories, installation service and price agreed with you.

If there is an inconsistency between the documents forming your agreement, the following order of priority will apply:

- A. any accepted quotation for additional or non-standard work, but only in relation to that work;
- B. your order confirmation;
- C. these terms and conditions; and
- D. the Standard Installation Specification.

1.5 Reading these terms

Please read these terms carefully before placing an order.



You should also read our Privacy Policy, which explains how we collect, use, retain and protect your personal information.

We recommend that you save or print a copy of these terms and your order confirmation for future reference.

2 Definitions

In these terms, the following words have the meanings set out below.

2.1 Additional Work

"Additional Work" means any labour, materials, equipment or services required to complete the installation that are not included within the Standard Installation Specification.

Additional Work may include remedial electrical work, additional cable, groundworks, specialist access equipment, concealed cable routes or other work identified during the pre-installation assessment or on the Installation Date.

2.2 Charger

"Charger" means the domestic electric vehicle charging unit, together with any accessories expressly included in your Order Confirmation.

2.3 Contract

"Contract" means the legally binding agreement between you and us for the supply of the Charger, installation services and any other products or services included in your Order Confirmation.

The documents forming the Contract are listed in clause 1.4.

2.4 Installation Date

"Installation Date" means the date agreed between you and us for the installation work to take place.

2.5 Installation Services

"Installation Services" means the electrical and associated work that we have agreed to carry out at the Property, including any Additional Work accepted by you.

2.6 Non-Standard Installation

"Non-Standard Installation" means an installation that falls outside the Standard Installation Specification and requires Additional Work, additional materials, additional labour or a different installation method.



2.7 Order Confirmation

"Order Confirmation" means the written confirmation issued by us setting out the Charger, accessories, Installation Services, price and other details of your order.

2.8 Pre-Installation Survey

"Pre-Installation Survey" means the information, photographs, measurements, documents and answers provided by you, or collected by us, to help us assess the proposed installation before the Installation Date.

2.9 Property

"Property" means the domestic premises at which the Charger and Installation Services are to be provided, as stated in your Order Confirmation.

2.10 Standard Installation

"Standard Installation" means an installation that meets all the requirements and limitations set out in the Standard Installation Specification.

2.11 Standard Installation Specification

"Standard Installation Specification" means the document describing the labour, materials and work included within the standard installation price, together with the applicable conditions, limitations and exclusions.

2.12 Working Day

"Working Day" means Monday to Friday, excluding bank holidays in England and Wales.

3 How the Contract Is Formed

3.1 Eligibility to place an order

You must be at least 18 years old and legally capable of entering into a contract to place an order with us.

By placing an order, you confirm that the information you provide is complete and accurate and that you are purchasing the Charger and Installation Services wholly or mainly for personal use.

3.2 Placing an order

You may place an order through our website, by accepting a written quotation or through another ordering method that we have approved.



Your order is an offer to purchase the Charger, Installation Services and any associated products or services described in your order.

Submitting an order, making a payment or receiving an automated acknowledgement does not necessarily mean that we have accepted your order.

3.3 Acceptance of your order

We accept your order when we issue an Order Confirmation stating that your order has been accepted.

The Contract between you and us is formed when that Order Confirmation is issued.

Your Order Confirmation will normally be sent by email and will set out the principal details of your order, including:

- A. the Charger and any accessories ordered;
- B. the Installation Services included;
- C. the Property at which the installation will take place;
- D. the total price payable at the time of the order; and
- E. any other important conditions that apply to your order.

We will provide these terms and any applicable cancellation information to you in a form that you can retain for future reference.

3.4 Pre-installation assessment

Acceptance of your order may be subject to completion and review of the Pre-Installation Survey.

Our assessment before the Installation Date is based on the information, photographs, measurements and documents reasonably available to us at that time.

The assessment does not guarantee that the installation will qualify as a Standard Installation. The final installation method remains subject to inspection, testing and assessment by our installer at the Property.

Where we identify Additional Work before the Installation Date, we will explain what is required and provide a quotation where an additional charge applies.

3.5 When we may not accept an order

We may decide not to accept an order where:

- A. the Charger or another material item is unavailable;
- B. the Property is outside our service area;
- C. we are unable to complete the proposed installation safely, lawfully or in accordance with applicable technical requirements;
- D. you do not provide the information reasonably required to assess or complete the installation;



- E. we are unable to authorise or verify your payment;
- F. the price or description displayed was clearly incorrect;
- G. we reasonably suspect fraudulent or unauthorised activity; or
- H. another circumstance outside our reasonable control means we cannot fulfil the order.

Where we do not accept your order, we will notify you and refund any payment you have made for products or services that will not be provided.

3.6 Availability

All Chargers, accessories, installation appointments and related services are subject to availability.

We may withdraw or stop supplying a Charger or service before your order has been accepted.

If a Charger becomes unavailable after the Contract has been formed but before installation, we will contact you and may offer:

- A. a suitable alternative Charger of an equivalent or better specification;
- B. a later installation date; or
- C. cancellation of the affected part of the Contract and a refund of any corresponding payment.
- D. We will not substitute the Charger with a materially different product without your agreement.

3.7 Pricing or description errors

We take reasonable care to ensure that prices, descriptions and specifications are accurate.

If we identify an error before accepting your order, we will contact you and give you the opportunity to proceed using the correct information or cancel your order.

If we identify a clear and obvious pricing or description error after accepting your order but before the Charger is installed, we will contact you promptly. You may choose to:

- A. proceed with the order at the corrected price or specification; or
- B. cancel the affected part of the Contract and receive a refund of any corresponding amount paid.

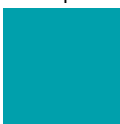
We will not charge a corrected or increased price without your agreement.

3.8 Changes requested by you

You should contact us as soon as possible if you wish to change your order, the proposed Charger location, the cable route, the Property or the Installation Date.

We will tell you whether the requested change is possible and whether it will affect:

- A. the price;
- B. the Installation Date;
- C. whether the installation qualifies as a Standard Installation; or
- D. any other part of the Contract.



A requested change will only become part of the Contract once we confirm it in writing.

Where a change results in Additional Work, we may issue a revised quotation for your approval before proceeding or charge our standard additional work uplift.

3.9 Changes to your contact details

You must notify us as soon as reasonably possible if your name, telephone number, email address, billing address or Property details change before the installation has been completed.

We will not be responsible for delays caused by inaccurate or outdated information where we have taken reasonable steps to contact you using the details you provided.

4 Products, Pricing and Payment

4.1 Product descriptions

The description and specification of the Charger and any accessories included in your order will be set out on our website, in your quotation or in your Order Confirmation.

We take reasonable care to ensure that product descriptions, specifications, photographs and illustrations are accurate. However, photographs and illustrations are provided for general guidance only. Minor differences in colour, finish, dimensions, packaging or appearance may occur and will not affect the operation or performance of the Charger.

Where a product specification changes after your order has been accepted, we will not supply a materially different product without your agreement.

4.2 The price of your order

The price payable for the Charger, Installation Services, accessories and any other products or services included in your order will be shown in your Order Confirmation.

Unless expressly stated otherwise, all prices quoted to domestic customers:

- A. are in pounds sterling;
- B. include value added tax at the applicable rate; and
- C. include the products and services expressly described in the Order Confirmation.

The price stated in your Order Confirmation does not include Additional Work or other products and services that are not expressly included in your order.

4.3 Standard Installation Price

Where your order includes a Standard Installation, the agreed price includes the labour, materials and work described in the Standard Installation Specification.



The Standard Installation price is based on the proposed installation satisfying all the requirements and limitations set out in that specification.

Completion of a Pre-Installation Survey does not guarantee that the installation will qualify as a Standard Installation. The final installation method is subject to inspection, assessment and electrical testing at the Property.

4.4 Additional works and additional charges

Where Additional Work is required, we will explain the reason for the work and provide details of any additional charge before carrying out chargeable work.

Additional charges may apply where:

- A. the installation falls outside the Standard Installation Specification;
- B. the information provided during the Pre-Installation Survey is incomplete or inaccurate;
- C. conditions that could not reasonably have been identified in advance are discovered at the Property;
- D. you request a change to the Charger location, cable route or agreed scope of work;
- E. additional labour, cable, equipment or materials are required; or
- F. remedial electrical, building or associated work is required to complete the installation safely and lawfully.

We will not undertake chargeable Additional Work without your agreement, except where immediate action is reasonably necessary to leave the electrical installation or Property in a safe condition.

Any Additional Work that you accept will form part of the Contract and will be subject to these terms.

4.5 Quotations for additional work

A quotation for Additional Work will set out, where applicable:

- A. the work to be undertaken;
- B. the additional materials or equipment required;
- C. the price, including VAT;
- D. any effect on the Installation Date; and
- E. how long the quotation remains valid.

Unless the quotation states otherwise, accepting Additional Work may require payment before the work is scheduled or undertaken.

If you do not accept Additional Work that is necessary to complete the installation safely and in accordance with applicable requirements, we may be unable to complete the Installation Services.

Your cancellation and refund rights in those circumstances are explained in Section 11.



4.6 When payment is due

Unless your Order Confirmation or quotation states otherwise, payment for the Charger and Installation Services is due in full when you place your order.

We are not required to:

- A. reserve an installation appointment;
- B. dispatch or allocate the Charger;
- C. purchase materials specifically required for your installation; or
- D. carry out Installation Services,

until any payment due has been received in cleared funds.

Where we agree that payment may be made in stages, each payment must be made by the date stated in your Order Confirmation, invoice or quotation.

4.7 Payment Methods

You may pay using the payment methods made available by us at the time of your order.

Payments may be processed on our behalf by a third-party payment provider. Your use of a third-party payment service may also be subject to that provider's own terms and privacy notice.

You must be authorised to use the payment method provided.

We will not normally receive or retain your complete payment card details where your payment is processed securely by a third-party payment provider.

4.8 Credit and deferred-payment services

Where a credit, instalment or deferred-payment option is made available, that service may be supplied by an independent finance or payment provider.

Any credit agreement is separate from the Contract between you and us and may be subject to:

- A. eligibility and affordability checks;
- B. the provider's approval;
- C. the provider's terms and conditions; and
- D. the provider's cancellation and repayment requirements.

We do not guarantee that an application for credit or deferred payment will be accepted.

Your obligations under the Contract will remain subject to confirmation that the agreed payment arrangement has been approved.



4.9 Failed or reversed payments

If a payment is declined, reversed, disputed or otherwise not received, we may suspend the order or Installation Services until payment has been resolved.

We will contact you and give you a reasonable opportunity to make the outstanding payment.

We may cancel the Contract where:

- A. payment remains outstanding after we have requested it;
- B. the payment method was used without proper authorisation;
- C. we reasonably suspect fraud; or
- D. the agreed finance or deferred-payment arrangement is withdrawn or declined.

Any cancellation under this clause will be subject to your statutory rights and the cancellation provisions in these terms.

4.10 Grants, funding and third-party contributions

Where the price of your order assumes that a grant, subsidy, employer contribution or other third-party funding will be available, the Order Confirmation will identify this where reasonably practicable.

You must provide complete and accurate information and documentation required to support any funding application or claim.

Eligibility for a grant or third-party contribution is determined by the organisation providing that funding and is not guaranteed by us.

If the anticipated funding is refused, withdrawn or reduced because:

- A. you do not meet the applicable eligibility requirements;
- B. required information or documentation is not provided;
- C. information provided by you is inaccurate; or
- D. the funding scheme changes or is withdrawn,

we will tell you what effect this has on the price.

You may be required to pay the difference before the installation proceeds. We will not charge the increased amount or proceed on that basis without informing you.

Your right to cancel in those circumstances will be subject to Section 11 and any work or products already supplied.

4.11 Changes to prices

We may change the prices advertised on our website at any time, but a change will not affect an Order Confirmation that we have already issued, except where:

- A. you request a change to the order;



- B. Additional Work is required and accepted by you;
- C. the applicable rate of VAT changes before the relevant supply is made;
- D. third-party funding assumed in the Order Confirmation is unavailable; or
- E. there is a clear and obvious pricing error dealt with under clause 3.7.

We will not increase the agreed price without telling you the reason and obtaining your agreement where your agreement is required.

4.12 Receipts & Invoices

All purchases are automatically emailed to your chosen email address during checkout, with an order confirmation and receipt, showing how much, you paid.

If you require an official VAT Invoice, these can only be issued once the work is complete and need to be requested by contacting our support team.

5 Pre-Installation Survey and Assessment

5.1 Purpose of the Pre-Installation Survey

Before arranging the Installation Date, we will normally require you to complete a Pre-Installation Survey.

The Pre-Installation Survey helps us to:

- A. understand the layout and electrical arrangements at the Property;
- B. assess whether the proposed work is likely to qualify as a Standard Installation;
- C. identify potential safety, access or installation issues;
- D. determine whether Additional Work may be required;
- E. select appropriate materials and protective equipment; and
- F. obtain any information reasonably required to plan the installation.

5.2 Information we may require

As part of the Pre-Installation Survey, we may ask you to provide:

- A. photographs or videos of the electricity meter, consumer unit, proposed Charger location, parking area and proposed cable route;
- B. approximate measurements of the proposed cable route;
- C. details of the electrical supply, main fuse and consumer unit;
- D. details of solar panels, battery storage, electric heating, heat pumps or other significant electrical loads at the Property;
- E. information about the ownership, tenancy or management of the Property;
- F. details of any landlord, freeholder, management company or other third-party permission;
- G. information about access restrictions, parking arrangements or shared areas;
- H. details of known asbestos, hazardous materials, concealed services or structural concerns;



- I. evidence or documentation required for any applicable grant or funding scheme; and
- J. any other information reasonably required to assess or complete the installation.

5.3 Remote & Physical Surveys

The Pre-Installation Survey may be completed remotely using information, photographs, videos and documents supplied by you.

Where we consider a remote assessment insufficient, we may require:

- A. additional photographs or information;
- B. a video survey;
- C. an inspection by an electrician or surveyor at the Property; or
- D. further electrical testing before the installation can be approved.

We will tell you in advance if a separate physical survey is required and whether any charge applies.

5.4 Accuracy of Information

You must take reasonable care to ensure that all information, photographs, videos, measurements and documents supplied to us are complete, accurate and current.

You must tell us promptly if:

- A. you become aware that any information supplied was incorrect or incomplete;
- B. the electrical installation or Property changes after the survey;
- C. the proposed Charger location or cable route changes;
- D. building or landscaping work is carried out before the Installation Date; or
- E. any other circumstance arises that may affect the installation.

We will not be responsible for a delay or additional cost caused by materially inaccurate, incomplete or outdated information provided by you.

Where inaccurate or incomplete information results in Additional Work, an unsuccessful visit or the need to rearrange the installation, additional charges may apply in accordance with these terms.

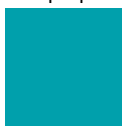
5.5 Property Permissions

You are responsible for ensuring that you are legally entitled to authorise the Installation Services at the Property.

Where you do not own the Property outright, you must obtain any permission required from the landlord, freeholder, management company, housing provider or other relevant person before the Installation Date.

You must also obtain any permission required to:

- A. install the Charger in a shared or allocated parking area;
- B. attach equipment or cable to a structure that you do not own;



- C. route a cable through communal or third-party land;
- D. alter a listed building or property subject to restrictions; or
- E. carry out work requiring consent under a lease, tenancy agreement or other property arrangement.

We may ask you to provide written evidence of the relevant permission before confirming or attending the Installation Date.

Unless we expressly agree otherwise in writing, we are not responsible for obtaining property, landlord, freeholder or management-company consent on your behalf.

5.6 Review of the survey

Once we have received the information reasonably required, we will review the proposed installation.

Following that review, we may:

- A. confirm that the work appears likely to qualify as a Standard Installation;
- B. request further information or evidence;
- C. identify potential Additional Work and provide a quotation;
- D. recommend a different Charger location or cable route;
- E. arrange a physical survey or further electrical testing;
- F. refer the proposed installation to the relevant electricity network operator or electricity supplier where necessary; or
- G. explain that we are unable to proceed with the proposed installation.

Confirmation following the Pre-Installation Survey is based on the information reasonably available to us at that time.

5.7 Limitations of the survey

The Pre-Installation Survey is not a full electrical installation condition report, structural survey, asbestos survey or inspection of concealed parts of the Property.

Unless expressly included in your Order Confirmation, we will not normally:

- A. inspect cables, pipes or structures concealed behind walls, ceilings or flooring;
- B. lift flooring or open completed building surfaces;
- C. assess the structural condition of walls or other mounting surfaces;
- D. test every circuit or component within the existing electrical installation; or
- E. confirm the location of every concealed utility or service.

The Pre-Installation Survey cannot guarantee that previously concealed defects, obstructions or unsafe conditions will not be discovered on the Installation Date.



5.8 Final On-Site Assessment

Any indication that the installation qualifies as a Standard Installation remains subject to the installer's final assessment, inspection and electrical testing at the Property.

The installer has final authority to determine whether the work can be completed:

- A. safely;
- B. in accordance with applicable electrical and building requirements;
- C. using the agreed installation method;
- D. within the Standard Installation Specification; and
- E. without causing an unacceptable risk to people, property or the existing electrical installation.

The installer may change the proposed installation method where reasonably necessary for safety or compliance. We will discuss any material change with you before proceeding.

5.9 Conditions discovered at the property

If previously undisclosed or concealed conditions are identified before or during the installation, we may:

- a. alter the proposed installation method;
 - b. recommend a different Charger location or cable route;
 - c. suspend or stop the Installation Services;
 - d. carry out work reasonably necessary to leave the Property or electrical installation safe;
 - e. provide a quotation for Additional Work; or
 - f. rearrange the Installation Date.
- B. Examples include:
- a. unsafe, damaged or non-compliant existing wiring;
 - b. insufficient electrical capacity;
 - c. asbestos or suspected hazardous materials;
 - d. inaccessible or unsuitable cable routes;
 - e. unstable or unsuitable mounting surfaces;
 - f. concealed pipes, cables or other services;
 - g. insufficient Wi-Fi or communications coverage where required for the Charger;
 - h. inaccurate measurements or survey information; or
 - i. missing property permissions.

We will explain the issue and, where reasonably possible, the available options before undertaking any chargeable Additional Work.

5.10 Failure to complete the survey

You must provide the information reasonably requested within any timescale stated in your order or communications from us.

If you do not complete the Pre-Installation Survey or provide the required information, we may:



- A. delay confirming the Installation Date;
- B. release a provisionally reserved appointment;
- C. suspend processing the order; or
- D. cancel the Contract after giving you reasonable notice.

Any refund or charge arising from cancellation will be dealt with in accordance with the cancellation provisions and Schedule of Additional Charges contained in these terms.

5.11 Survey information and records

We may retain the information, photographs, videos and documents provided as part of the Pre-Installation Survey for the purposes of:

- A. assessing and planning the installation;
- B. completing the Installation Services;
- C. maintaining installation and compliance records;
- D. administering warranties, grants or funding arrangements;
- E. dealing with queries, complaints or claims; and
- F. meeting our legal and regulatory obligations.

We will handle personal information in accordance with our Privacy Policy.

6 Standard Installation Specification

6.1 Application of this specification

This section describes the labour, materials and work included within the price of a Standard Installation.

An installation will qualify as a Standard Installation only where:

- A. it meets the requirements and limitations in this section;
- B. the information provided during the Pre-Installation Survey is complete and accurate;
- C. the existing electrical installation is suitable and safe;
- D. the proposed work can be completed using normal installation methods and equipment; and
- E. no Additional Work is required.

The Charger model, configuration and accessories included in your order will be stated in your Order Confirmation.

6.2 Work included within a Standard Installation

Unless your Order Confirmation states otherwise, a Standard Installation includes:

- A. installation of one Charger at the Property;
- B. mounting the Charger on a suitable brick, block or plastered wall, or another suitable permanent structure approved by our installer;



- C. up to 15 metres of electrical cable between the agreed electrical supply point and the Charger;
- D. surface-mounting and securely fixing the cable along a safe and practical route;
- E. one standard drilled cable penetration through a suitable wall up to 500 millimetres thick, where reasonably required;
- F. basic sealing and weatherproofing of any cable penetration made by us;
- G. the electrical connections and protective equipment reasonably required for the Standard Installation;
- H. an appropriately sized enclosure or small additional consumer unit where required solely for the Charger and where it can be fitted without remedial or structural work;
- I. appropriate circuit protection selected by us in accordance with the electrical design and applicable requirements;
- J. installation of compatible load-management equipment where it is supplied as part of the Charger or expressly included in your Order Confirmation;
- K. inspection, testing and commissioning of the Charger and the electrical work undertaken by us;
- L. a basic demonstration of the Charger's principal functions; and
- M. applicable electrical installation certification and notifications relating to the work undertaken by us.

6.3 Cable allowance and measurement

The 15-metre cable allowance is measured along the actual installation route between the agreed electrical supply point and the Charger.

It is not measured as a straight-line distance.

The cable route may need to follow walls, corners, building features or other suitable surfaces to ensure that it is safe, practical and compliant.

Where the required cable route exceeds 15 metres, the additional cable, labour and associated materials will be treated as Additional Work and may be subject to an additional works uplift.

6.4 Standard cable routing

As part of a Standard Installation, cable will normally be:

- a. surface-mounted;
- b. securely clipped or fixed to a suitable surface;
- c. routed in a neat, safe and practical manner;
- d. kept within the boundaries of the Property; and
- e. installed no higher than 1.8 metres above the normal working surface where access beyond that height would require specialist access equipment or working methods.

Our installer will take reasonable account of your preferred route. However, the final cable route must be approved by the installer and must allow the work to be completed safely and in accordance with applicable requirements.



- A. A Standard Installation does not include a cable route that:
- a. crosses a public highway, public pavement or land outside your control;
 - b. creates a foreseeable trip or access hazard;
 - c. requires excavation or groundworks;
 - d. requires specialist access equipment;
 - e. passes through an unsafe or inaccessible area; or
 - f. cannot be securely fixed to a suitable surface.

6.5 Charger Location

The Charger must be installed:

- a. within the boundaries of the Property;
- b. in or adjacent to a designated off-street parking area that you are legally entitled to use;
- c. on a suitable and sufficiently stable permanent surface;
- d. in a position that allows the Charger and charging cable to be used safely;
- e. at a suitable height and position that reduces the risk of vehicle impact or accidental damage; and
- f. in a location that complies with the Charger manufacturer's instructions and applicable electrical requirements.

You may request a preferred Charger location, and our installer may provide practical advice about suitable options.

The final location remains subject to the installer's assessment of safety, accessibility, electrical compliance and the suitability of the mounting surface.

Where additional protection against vehicle impact is required, such as a bollard, barrier or mounting post, this will be treated as Additional Work unless expressly included in your Order Confirmation.

6.6 Wall Penetrations

A Standard Installation includes one normal cable penetration through a suitable wall of no more than 500 millimetres in total thickness.

This is subject to the installer being reasonably satisfied that:

- a. the wall can be drilled safely;
- b. the proposed drilling location is structurally suitable;
- c. no known or detected pipe, cable or other service prevents the work;
- d. there is no known or suspected asbestos or hazardous material; and
- e. specialist drilling equipment or building work is not required.

We will apply basic sealing around a cable penetration made by us.

Decorative repair, specialist finishing, replacement of tiles, matching of paintwork or complete restoration of the affected surface is not included within a Standard Installation.



6.7 Electrical Requirements

A Standard Installation is subject to the existing electrical installation at the Property being reasonably suitable for connection of the Charger.

This includes the installer being satisfied that:

- a. the electrical supply has sufficient capacity;
- b. the supply, metering equipment and main protective devices are accessible;
- c. the earthing and bonding arrangements are suitable;
- d. the consumer unit and relevant electrical equipment are in a condition that allows the Charger to be connected safely;
- e. the proposed circuit can be installed and protected appropriately; and
- f. the work can comply with the electrical standards and requirements applicable on the Installation Date.

The Standard Installation price does not include repairing, replacing or upgrading unsuitable existing electrical equipment except for the equipment expressly described in clause 6.2.

Where defects, damage, inadequate capacity or non-compliant electrical arrangements prevent the installation from proceeding, the procedure in Sections 9 and 10 will apply.

6.8 Work excluded from standard installation

Unless expressly included in your Order Confirmation, a Standard Installation does not include:

- a. cable exceeding the 15-metre allowance;
- b. trenching, excavation or other groundworks;
- c. cutting, lifting, removing or reinstating paving, concrete, tarmac, gravel, decking, soil or landscaping;
- d. overhead or suspended cable routes;
- e. installation of a cable channel across a public pavement or highway;
- f. a freestanding pedestal, mounting post, bollard, barrier or other impact protection;
- g. scaffolding, towers, specialist lifting equipment or specialist work-at-height equipment;
- h. cable fixed at a height requiring specialist access or working methods;
- i. routing cable beneath flooring or behind completed walls or ceilings;
- j. lifting or reinstating carpets, laminate, tiles, floorboards or other flooring;
- k. access through lofts, roof spaces, crawl spaces or other areas that the installer considers unsafe or unsuitable;
- l. routing cable through existing ducting, conduit or voids that are obstructed, inaccessible or do not contain a suitable draw cord;
- m. structural alterations or specialist drilling;
- n. plastering, decorating, painting, tiling or cosmetic making good;
- o. removing or working with asbestos or other hazardous materials;
- p. relocation or alteration of electricity meters, service heads, main fuses or equipment owned by an electricity supplier or network operator;



- q. upgrades or remedial work to the Property's existing electrical installation;
- r. specialist fire-stopping or building work beyond normal sealing associated with the cable route;
- s. obtaining planning permission, listed-building consent, landlord consent, freeholder consent or other property permissions;
- t. changes to broadband, Wi-Fi, mobile coverage or home-network equipment;
- u. work to solar panels, battery-storage systems, generators or other third-party equipment; or
- v. any other work not expressly included in clause 6.2 or your Order Confirmation.

Any excluded work that we agree to undertake will be treated as Additional Work.

6.9 Customer-prepared cable routes

Where you request a concealed, underfloor, loft, ducted or other non-standard cable route, we may agree to use a route prepared by you or another contractor.

Before the Installation Date, you must ensure that:

- a. any flooring or building material that must be removed has already been safely removed;
- b. the route is accessible, clear and suitable for the required cable;
- c. suitable ducting contains an appropriate draw cord;
- d. all necessary permissions have been obtained; and
- e. the route has been prepared in accordance with any instructions we have provided.

We are not responsible for the quality, condition or suitability of work undertaken by you or another contractor.

Unless expressly agreed in writing, we will not reinstate flooring, walls, ceilings, ducting, paving or other building materials following installation of the cable.

If the prepared route is unsuitable or unavailable on the Installation Date, we may propose an alternative surface-mounted route or treat the required work as Additional Work.

6.10 Smart functions and communications

Where the Charger uses Wi-Fi, mobile data, Bluetooth or another communications service, you are responsible for ensuring that suitable coverage or connectivity is available at the Charger location.

A Standard Installation does not include:

- a. extending or improving Wi-Fi coverage;
- b. supplying or configuring third-party network equipment;
- c. alterations to your internet service;
- d. resolving restrictions imposed by your router, broadband provider or mobile network; or



- e. guaranteeing the continued availability of third-party applications, platforms or communications services.

Where reasonably possible, the installer may assist with the initial connection or commissioning of the Charger. However, the performance of smart features may depend on equipment and services outside our control.

6.11 Determining whether an installation is standard

The Pre-Installation Survey provides an initial assessment only.

The installer will make the final determination on the Installation Date as to whether the work meets the Standard Installation Specification.

If the installer determines that the proposed installation is not a Standard Installation, we will explain:

- a. why it falls outside this specification;
- b. whether an alternative Standard Installation method is available;
- c. what Additional Work is required;
- d. whether an additional charge applies; and
- e. whether the installation can proceed on the same day.

We will not undertake chargeable Additional Work without your agreement, except for work reasonably necessary to leave the Property or electrical installation safe.

6.12 Compliance and safety

All Installation Services will be designed, installed, inspected and tested in accordance with the electrical standards, statutory requirements, manufacturer instructions and industry guidance applicable to the work on the Installation Date.

Safety and compliance take priority over customer preferences relating to the Charger location, cable route or appearance of the installation.

We may refuse, suspend or alter work where our installer reasonably considers that the proposed method would be unsafe, unlawful, non-compliant or likely to damage the Property or electrical installation.

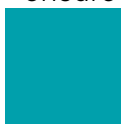
7 Your Responsibilities

7.1 Providing information and cooperation

You must provide the information, assistance and access that we reasonably require to assess, arrange and complete the Installation Services.

You must:

- a. ensure that information supplied to us is complete, accurate and current;



- b. respond within a reasonable time to requests for information, photographs, documents or decisions;
- c. tell us about any circumstance that may affect the safety, cost or practical completion of the installation;
- d. follow reasonable instructions provided by our installation team; and
- e. cooperate with us so that the Installation Services can be carried out safely and efficiently.

7.2 Authority and property permissions

You must be legally entitled to authorise the Installation Services at the Property.

Before the Installation Date, you must obtain any permission required from:

- a. a landlord;
- b. a freeholder;
- c. a management company;
- d. a housing association or local authority;
- e. another property owner;
- f. the owner or manager of a shared parking area; or
- g. any other person whose consent is required.

You must also ensure that you have the right to use the proposed parking space and to install the Charger and cable along the agreed route.

We may ask you to provide written evidence of ownership, occupation rights or permission before arranging or attending the Installation Date.

You will be responsible for any reasonable cost or delay arising because a required permission was not obtained, unless we expressly agreed in writing to obtain that permission on your behalf.

7.3 Preparing the Property

Before our installer arrives, you must ensure that:

- a. safe and unobstructed access is available to the Property;
- b. the electricity meter, service equipment, consumer unit, proposed cable route and Charger location are accessible;
- c. the work area is reasonably clean, clear and free from stored items, vehicles or other obstructions;
- d. fragile, valuable or easily damaged belongings have been removed from the work area;
- e. any flooring, panels or building materials that you agreed to remove have been removed;
- f. any customer-prepared ducting or cable route is complete, accessible and contains a suitable draw cord where required;
- g. any gates, communal entrances or security systems can be accessed;



- h. the installer has sufficient space to work safely; and
- i. any known risks at the Property have been disclosed to us.

Unless we have agreed otherwise, our installer is not responsible for moving furniture, stored goods, vehicles, flooring or other customer belongings to gain access.

7.4 Access and parking

You must provide our installer with safe, free and unobstructed access to all parts of the Property reasonably required to complete the Installation Services.

Where reasonably required, you must provide suitable parking close to the Property for the installer's vehicle and equipment.

You must tell us before the Installation Date about:

- a. parking restrictions;
- b. permits;
- c. access-controlled roads;
- d. height or weight restrictions;
- e. loading restrictions;
- f. limited parking availability; or
- g. any charge that may apply to access or parking.

Where a parking permit or prior authorisation is required, you are responsible for arranging it unless we have agreed otherwise in writing.

Reasonable parking, permit or access charges that were not disclosed before the Installation Date may be treated as an additional cost.

7.5 Attendance during the installation

You or another responsible adult aged 18 or over must be present at the Property for the duration of the Installation Services, unless we have agreed otherwise in writing.

The person present must be authorised to:

- a. provide access to the Property;
- b. confirm the proposed Charger location and cable route;
- c. answer reasonable questions about the Property;
- d. approve minor practical decisions necessary to complete the installation; and
- e. receive the handover and confirm completion of the work.

If the person present is not authorised to make a necessary decision, we may suspend or rearrange the Installation Services.



7.6 Children, pets and other occupants

You must take reasonable steps to keep children, pets and other occupants away from the work area while the Installation Services are being carried out.

You must tell us in advance if:

- a. a person at the Property may require additional consideration or assistance;
- b. an animal may present a risk to the installer;
- c. there are restrictions affecting access to part of the Property; or
- d. there is any other circumstance that may affect the installer's ability to work safely.

Where an animal may become distressed, escape or behave aggressively around unfamiliar people, it must be kept securely away from the work area.

7.7 Electrical Isolation

The electrical supply to all or part of the Property will normally need to be switched off while the Installation Services are carried out.

You must allow us to isolate and restore the electrical supply where reasonably required to complete the work safely.

Before the Installation Services begin, you should:

- A. safely switch off sensitive electrical appliances where appropriate;
- B. save work and back up important electronic data;
- C. shut down computers and other equipment that may be affected by a loss of power; and
- D. follow any specific preparation instructions that we provide.

You must tell us before the Installation Date if anyone at the Property relies on electrically powered medical or accessibility equipment.

Where interruption of the electrical supply could create a health or safety risk, you are responsible for arranging suitable alternative provision before the work begins.

We will use reasonable care when isolating and restoring the supply but cannot guarantee that pre-existing defective or sensitive equipment will operate correctly following a normal interruption to the electricity supply.

This does not exclude responsibility for damage caused by our failure to exercise reasonable care and skill.

7.8 Known hazards and property defects

You must tell us about any known or suspected condition that may affect the Installation Services, including:



- A. asbestos or other hazardous materials;
- B. concealed electrical cables, water pipes, gas pipes or drainage;
- C. damp, water ingress or flooding;
- D. damaged or unstable walls;
- E. structural defects;
- F. unsafe lofts, roofs, crawl spaces or flooring;
- G. combustible or flammable materials;
- H. pest infestations;
- I. damaged electrical equipment or wiring;
- J. buried services; or
- K. any previous electrical fault that may be relevant to the work.

You must not knowingly ask our installer to drill, excavate, fix equipment or route cable through an area containing a concealed hazard.

Where a known or suspected hazard is identified, we may suspend the Installation Services until the area has been assessed or made safe by an appropriately qualified person.

7.9 Charger location and cable route

We will take reasonable account of your preferred Charger location and cable route.

Our installer may advise you about safety, compliance, accessibility, appearance and practical use. The final installation method must be approved by our installer.

Where more than one safe and compliant option is available, the person present at the Property may be asked to select the preferred option.

By approving a location or route, you confirm that you are satisfied with its general position and visible appearance, subject to normal variations required during installation.

We remain responsible for exercising reasonable care and skill and will not follow an instruction that our installer considers unsafe, unlawful or non-compliant.

You are responsible for the accuracy of measurements or instructions that you provide. We will not be responsible for an unsuitable outcome caused solely by inaccurate information or an instruction provided by you where the issue could not reasonably have been identified by us.

7.10 Work undertaken by you or another contractor

Where preparatory or associated work is undertaken by you or another contractor, you are responsible for ensuring that it is:

- A. completed before the Installation Date where required;
- B. suitable for the intended installation;
- C. undertaken by an appropriately competent person;
- D. compliant with applicable requirements; and



E. safe for our installer to use or work alongside.

This may include:

- A. lifting flooring;
- B. installing ducting;
- C. completing groundworks;
- D. constructing a mounting base;
- E. moving existing equipment;
- F. repairing an electrical installation; or
- G. providing a cable route.

We may inspect work completed by another person before relying on it.

We may refuse to use customer-prepared work where our installer reasonably considers that it is defective, unsafe, unsuitable or non-compliant.

Our inspection does not make us responsible for the design, quality or condition of work carried out by another person.

7.11 Internet and smart-charger setup

Where the Charger requires an internet connection, application or customer account, you are responsible for:

- A. providing suitable Wi-Fi, mobile or other communications coverage at the Charger location;
- B. having access to a compatible smartphone, tablet or other device where required;
- C. creating any necessary customer account;
- D. having relevant login details available;
- E. accepting the relevant application or platform terms; and
- F. maintaining your internet, mobile or communications service after installation.

You should enter passwords and other security credentials yourself and should not disclose them to our installer unless reasonably necessary and you are comfortable doing so.

We cannot guarantee the availability or performance of a third-party application, communications network or internet service.

7.12 Grants and funding documentation

Where your order involves a grant, subsidy or third-party contribution, you must:

- A. provide accurate and complete eligibility information;
- B. supply the documents and evidence reasonably required;
- C. complete any customer declaration or application within the required timescale;
- D. retain any evidence that the funding provider requires you to keep; and
- E. notify us if your eligibility or circumstances change.



You must not provide false, misleading or altered information in connection with a grant or funding application.

Where funding is refused or recovered because information provided by you was inaccurate, incomplete or submitted late, you may be responsible for the resulting balance in accordance with clause 4.10.

7.13 Use of the charger following installation

After installation, you must:

- A. use the Charger in accordance with the manufacturer's instructions;
- B. take reasonable care of the Charger and associated equipment;
- C. keep the charging cable within the boundaries of the Property while it is in use;
- D. avoid creating a trip hazard or obstruction;
- E. prevent unauthorised persons from opening or altering the Charger;
- F. report any fault, damage, unusual operation or safety concern promptly;
- G. stop using the Charger where continued use may be unsafe; and
- H. allow reasonable access where inspection or remedial work is required.

You must not open, move, modify, rewire, disconnect or tamper with the Charger or Installation Services unless the work is undertaken by an appropriately qualified person and is permitted by the manufacturer's instructions.

Unauthorised alterations may affect the Charger warranty or our workmanship guarantee.

7.14 Failure to meet your responsibilities

Where you do not meet a responsibility under this section, we may:

- A. delay or suspend processing your order;
- B. refuse to begin or continue the Installation Services;
- C. leave the Property or electrical installation in a safe condition;
- D. rearrange the Installation Date;
- E. cancel the Contract where the issue cannot reasonably be resolved.

Any additional charge will be limited to reasonable costs incurred and will be applied in accordance with these terms and the Schedule of Additional Charges.

We will explain the reason for suspending, rearranging or cancelling the Installation Services where reasonably practicable.

7.15 Our responsibilities are not excluded

Nothing in this section removes or reduces our responsibility to:

- A. perform the Installation Services with reasonable care and skill;
- B. comply with applicable legal and safety requirements;



- C. take reasonable care of your property while carrying out the Installation Services; or
- D. meet any other obligation that cannot legally be excluded or limited.

8 Installation Appointments and Completion

8.1 Arranging the Installation Date

We will arrange the Installation Date after:

- A. accepting your order;
- B. receiving any payment due before installation;
- C. receiving and reviewing the information required for the Pre-Installation Survey;
- D. confirming that any necessary permissions or approvals are in place;
- E. identifying and agreeing any Additional Work required before installation; and
- F. receiving any other information or documentation reasonably required to proceed.

An Installation Date is not confirmed until we have confirmed it to you in writing.

8.2 Installation Dates & Time Estimates

We will use reasonable efforts to attend the Property on the confirmed Installation Date.

Unless we expressly confirm otherwise in writing, any Installation Date, arrival time, appointment window or estimated completion time is an estimate rather than a guarantee that the Installation Services will begin or finish at a precise time.

We will perform the Installation Services within any period expressly agreed with you or, where no binding period has been agreed, within a reasonable time.

Time will not be treated as being of the essence of the Contract unless we expressly agree this with you in writing.

8.3 Arrival Windows

We may provide an estimated arrival time or appointment window before the Installation Date.

The installer's arrival may be affected by:

- A. traffic or travel conditions;
- B. the duration of an earlier appointment;
- C. availability of materials or equipment;
- D. emergencies or urgent safety work;
- E. weather conditions; or
- F. another event outside our reasonable control.

Where we become aware of a significant delay, we will take reasonable steps to notify you using the contact details you provided.



8.4 Duration of the Installation Services

A Standard Installation will normally take approximately four to seven hours.

This is a guide only. The actual duration will depend on factors including:

- A. the cable route;
- B. the layout of the Property;
- C. the condition of the existing electrical installation;
- D. access to the electricity meter and consumer unit;
- E. the electrical testing required;
- F. the Charger configuration;
- G. conditions discovered after work begins; and
- H. any Additional Work agreed on the Installation Date.

You must ensure that a responsible adult remains available for the full duration of the appointment, even where the work takes longer than originally estimated.

8.5 Our installers

A Standard Installation will normally take approximately four to seven hours.

This is a guide only. The actual duration will depend on factors including:

- A. the cable route;
- B. the layout of the Property;
- C. the condition of the existing electrical installation;
- D. access to the electricity meter and consumer unit;
- E. the electrical testing required;
- F. the Charger configuration;
- G. conditions discovered after work begins; and
- H. any Additional Work agreed on the Installation Date.

You must ensure that a responsible adult remains available for the full duration of the appointment, even where the work takes longer than originally estimated.

8.6 Access on the Installation Date

You must provide the access, attendance and site preparation required under Section 7.

If the installer cannot gain safe and reasonable access to the Property or the relevant work areas, we may:

- A. wait for a reasonable period while access is arranged;
- B. complete any unaffected work that can reasonably be undertaken;
- C. suspend or abandon the appointment;
- D. rearrange the Installation Date; or



- E. apply a reasonable charge in accordance with Section 12 and the Schedule of Additional Charges.

We will not be responsible for a delay caused by your failure to provide the required access, attendance or site preparation.

8.7 Safety on site

Our installer may refuse to begin, suspend or stop work where they reasonably believe that continuing would:

- A. create a risk to a person, animal or property;
- B. breach an applicable legal, electrical or safety requirement;
- C. require work outside their competence or authorisation;
- D. expose them to suspected asbestos or another hazardous material;
- E. require access to an unsafe roof, loft, crawl space or working area;
- F. require work in weather conditions that make the installation unsafe;
- G. risk damaging unsuitable or defective property; or
- H. require a method that has not been properly assessed or agreed.

Safety decisions made by the installer will take priority over the preferred installation method, Charger location, cable route or completion timetable.

Where reasonably practicable, we will explain the issue and what must happen before the Installation Services can continue.

8.8 Weather Conditions

Some external Installation Services may be affected by severe or unsafe weather, including:

- A. heavy rain;
- B. flooding;
- C. lightning;
- D. high winds;
- E. snow or ice;
- F. extreme heat; or
- G. another condition that makes electrical or external work unsafe.

Where weather prevents all or part of the installation, we may:

- A. complete the work that can safely be undertaken;
- B. postpone the affected work;
- C. make the installation temporarily safe; and
- D. arrange a further appointment to complete the outstanding work.

We will not charge you an abortive-visit fee where the appointment cannot proceed solely because we reasonably determine that weather conditions make the work unsafe.



8.9 Conditions discovered during installation

The installer may identify a defect, obstruction, capacity issue or other condition that was not reasonably apparent from the Pre-Installation Survey.

Where this happens, we may:

- A. explain an alternative installation method;
- B. propose a different Charger location or cable route;
- C. identify Additional Work;
- D. suspend the Installation Services;
- E. leave the electrical installation and Property in a safe condition; or
- F. arrange another Installation Date.

We will not undertake chargeable Additional Work without your agreement, except where immediate work is reasonably necessary to leave the Property or electrical installation safe.

Additional Work will be dealt with in accordance with Section 9.

8.10 Installation not completed on the first visit

Although we will use reasonable efforts to complete the Installation Services on the Installation Date, completion on the first visit cannot be guaranteed.

We may need to arrange a further visit where:

- A. Additional Work is required;
- B. replacement or specialist materials are needed;
- C. the electricity network operator or supplier must undertake work;
- D. the existing electrical installation requires repair or upgrading;
- E. a required permission or approval is missing;
- F. unsafe conditions are identified;
- G. weather prevents safe completion;
- H. information provided before the appointment was materially inaccurate or incomplete; or
- I. another circumstance outside our reasonable control prevents completion.

We will explain the reason and the next steps.

Where the further visit is required because of something for which we are responsible, we will not charge you an additional attendance fee.

Where the further visit is required because of your act or omission, inaccurate information, missing permission or failure to prepare the Property, a reasonable additional charge may apply.

8.11 Temporary or partial work

Where the Installation Services cannot be completed, we may leave part of the installation unfinished where it is safe and reasonable to do so.



We will take reasonable steps to:

- A. isolate or secure incomplete electrical work;
- B. prevent unsafe use of the Charger or circuit;
- C. protect exposed components where reasonably practicable;
- D. explain any restrictions that apply; and
- E. tell you what is required before the installation can be completed.

You must not energise, alter, interfere with or attempt to use incomplete Installation Services unless we have confirmed that it is safe to do so.

8.12 Completion and Testing

The Installation Services will be treated as operationally complete when we have:

- A. completed the work included in the agreed scope;
- B. inspected and tested the electrical work undertaken by us;
- C. commissioned the Charger where reasonably possible;
- D. confirmed that the Charger is ready for normal use, subject to any stated restrictions; and
- E. completed the handover with you or the responsible adult present.

Completion does not prevent you from reporting a fault, defect or incomplete item discovered afterwards.

8.13 Customer Handover

At the end of the installation, the installer will normally:

- A. show you the installed Charger and cable route;
- B. explain the Charger's basic operation;
- C. identify any relevant isolation or protective equipment;
- D. explain any immediate operating restrictions;
- E. provide or explain how you will receive applicable documentation; and
- F. ask you or the responsible adult present to acknowledge completion.

You should raise any visible concern about the Charger location, cable route, finish or apparent damage during the handover where reasonably possible.

Signing or otherwise acknowledging completion confirms that the installation has been handed over. It does not remove your statutory rights or prevent you from reporting a problem that was not reasonably apparent at the time.

8.14 Certification and notifications

Following completion, we will provide or arrange the electrical certification and regulatory notifications applicable to the work undertaken by us.

Some certificates or confirmations may be issued electronically or sent after the Installation Date.



The timing of documents issued by a certification body, local authority, network operator, manufacturer or other third party may be outside our direct control.

You should retain all certificates, commissioning records, warranty information and operating instructions provided in connection with the Charger.

8.15 Photographs and Installation Records

We may take photographs or other records of the installation before, during and after the work for the purposes of:

- A. planning and completing the Installation Services;
- B. recording cable routes and equipment locations;
- C. demonstrating the condition and completion of the work;
- D. electrical certification and compliance;
- E. administering warranties or funding schemes;
- F. training, quality assurance and auditing; and
- G. dealing with queries, complaints or claims.

We will handle photographs and other information relating to you or the Property in accordance with our Privacy Policy.

We will not use identifiable photographs of your property for advertising or promotional purposes without an appropriate lawful basis and, where required, your permission.

9 Additional and Non-Standard Work

9.1 When an installation is non-standard

An installation will be treated as a Non-Standard Installation where it does not meet all the requirements and limitations of the Standard Installation Specification.

An installation may be deemed non-standard because:

- A. the required cable route exceeds the included cable allowance;
- B. additional labour, materials or equipment are required;
- C. the proposed cable route requires a non-standard installation method;
- D. the existing electrical installation requires remedial or upgrade work;
- E. specialist access equipment, groundworks or building work is required;
- F. the proposed Charger location or mounting surface is unsuitable for a Standard Installation;
- G. conditions at the Property differ materially from the information provided during the Pre-Installation Survey;
- H. the installation cannot be completed using the normal methods and equipment included within the Standard Installation Specification; or
- I. any other work excluded under clause 6.8 is required.



The installer will make the final determination as to whether the installation qualifies as a Standard Installation.

9.2 Fixed non-standard installation uplift

Where the installation is deemed to be a Non-Standard Installation, a fixed uplift of £200 including VAT will apply to the installation price.

The fixed uplift applies because the installation falls outside the scope and pricing of the Standard Installation package.

The £200 uplift is payable in addition to the price stated in your original Order Confirmation.

The uplift does not include exceptional, extensive or specialist work that requires a separate quotation under clause 9.4.

We will tell you that the uplift applies and obtain your agreement before undertaking chargeable Non-Standard Installation work.

9.3 What the fixed uplift covers

The fixed non-standard installation uplift covers the adjustment from our Standard Installation package to a Non-Standard Installation.

Depending on the circumstances, this may include reasonable additional:

- A. installation planning;
- B. administration and coordination;
- C. labour within the scope confirmed to you;
- D. attendance time;
- E. standard fixings and consumable materials; and
- F. changes to the agreed installation method.

The fixed uplift does not guarantee that every form of Additional Work can be completed for £200.

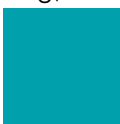
Where further or exceptional work is required, the additional work and price will be identified separately.

9.4 Exceptional or extensive Additional Work

A separate quotation may be required where the installation involves work beyond the scope covered by the fixed non-standard installation uplift.

This may include:

- A. extensive remedial electrical work;
- B. replacement or substantial alteration of an existing consumer unit;
- C. significant additional cable;
- D. trenching, excavation or groundworks;



- E. installation of a pedestal, mounting post, bollard or barrier;
- F. specialist access equipment;
- G. structural or building work;
- H. specialist drilling or fire-stopping;
- I. work involving solar panels, battery storage or other third-party systems;
- J. attendance by another specialist contractor;
- K. work required by an electricity supplier or network operator; or
- L. any other exceptional labour, materials or equipment not included in the Standard Installation or fixed uplift.

We will provide a no-obligation quotation before undertaking any separately chargeable work.

9.5 Information provided about Additional Work

Where reasonably practicable, we will explain:

- A. why the Additional Work is required;
- B. whether the work is necessary or optional;
- C. the proposed scope of work;
- D. the additional price, including VAT;
- E. whether the fixed £200 uplift also applies;
- F. any effect on the Installation Date or expected completion time; and
- G. any action you or another party must take before the work can proceed.

9.6 Acceptance of Additional Work

We will not undertake chargeable Additional Work without your agreement, except for work reasonably necessary to leave the Property or electrical installation in a safe condition.

You may accept a quotation:

- A. electronically;
- B. by email;
- C. through an approved payment or quotation system;
- D. by signing a written quotation; or
- E. through another method that clearly records your agreement.

Once accepted, the Additional Work will form part of the Contract and will be subject to these terms.

Payment may be required before the Additional Work is scheduled or undertaken.

9.7 Additional Work identified on the Installation Date

Where Additional Work is identified on the Installation Date, we will consider whether it can reasonably be completed during the same appointment.



Where the work is minor, suitable materials are available and the installer has sufficient time, we may offer to complete it on the same day after obtaining your agreement.

Where the work cannot reasonably be completed on the same day, we may:

- A. complete the unaffected part of the installation where safe and practical;
- B. suspend the Installation Services;
- C. leave the work in a safe condition;
- D. provide a quotation for the outstanding work; and
- E. arrange a further Installation Date after the quotation has been accepted and any required payment has been received.

9.8 Alternative Standard Installation method

Where the customer's preferred installation method would be non-standard, the installer may propose an alternative method that satisfies the Standard Installation Specification.

This may include:

- A. using a different cable route;
- B. surface-mounting the cable;
- C. changing the Charger position;
- D. using a different electrical supply point; or
- E. avoiding an area requiring building or groundworks.

You may choose whether to accept the alternative method.

We will not proceed with a materially different Charger location or cable route without discussing it with you or the responsible adult present.

9.9 If you do not accept the uplift or Additional Work

You are not required to accept the fixed non-standard installation uplift or a quotation for Additional Work.

However, where the work is necessary to complete the installation safely and lawfully, we may be unable to complete the Installation Services unless it is accepted.

If you do not accept the required work, we may:

- A. offer an alternative Standard Installation method;
- B. suspend the installation while you consider the quotation;
- C. allow you to arrange suitable preparatory work through another competent contractor; or
- D. cancel the affected Installation Services.

Any refund or charge will be determined in accordance with Sections 11 and 12, taking account of products and services already supplied and reasonable costs already incurred.



9.10 Quotations and validity periods

A quotation for Additional Work may specify a period during which it remains valid.

If the quotation is not accepted within that period, we may issue a revised quotation reflecting current labour, material and supplier costs.

Accepting a quotation does not guarantee a specific completion date unless we expressly confirm one in writing.

9.11 Work undertaken by another contractor

You may arrange for another competent contractor to complete preparatory or remedial work where we agree that this is appropriate.

Before our Installation Services resume, we may require:

- A. evidence that the work has been completed;
- B. relevant electrical certificates;
- C. photographs or other records;
- D. an inspection by our installer; or
- E. additional testing.

We may refuse to rely on work completed by another person where our installer reasonably considers it unsafe, defective, incomplete or unsuitable.

Our inspection of third-party work does not make us responsible for its design, workmanship, materials or compliance.

9.12 Completion and payment

Additional Work is treated as completed when the agreed work has been undertaken, tested where applicable and handed over to you.

Payment for completed Additional Work is not refundable merely because you later change your mind.

This does not affect your statutory rights where the work has not been carried out with reasonable care and skill or does not conform to the Contract.

10 Electrical Supply and Network Operator Requirements

10.1 Applicable electrical requirements

All electrical work undertaken by us will be designed, installed, inspected and tested in accordance with:

- A. the edition of BS 7671 and applicable amendments valid and appropriate on the Installation Date;



- B. applicable building regulations;
- C. the Charger manufacturer's instructions;
- D. applicable electricity network operator requirements;
- E. relevant statutory requirements; and
- F. applicable industry guidance.

Where requirements change after your Order Confirmation but before installation, we may need to alter the proposed installation method or identify Additional Work.

10.2 Suitability of the existing electrical installation

We can only connect the Charger where the existing electrical installation is reasonably suitable and safe.

Our installer must be satisfied that:

- A. the supply characteristics are suitable;
- B. the main fuse and service equipment are adequate;
- C. the earthing and bonding arrangements are suitable;
- D. the consumer unit and relevant equipment are safe to connect to;
- E. the existing installation will support the additional electrical demand;
- F. suitable circuit protection can be provided; and
- G. there is no known defect that would make the work unsafe or non-compliant.

10.3 Existing electrical defects

The Installation Services do not include a full electrical installation condition report unless expressly stated in your Order Confirmation.

Testing associated with the Charger installation may nevertheless identify defects or concerns within the existing electrical installation.

Where a defect is identified, we may:

- A. explain the issue to you;
- B. record the issue on the relevant electrical documentation;
- C. suspend or stop the Installation Services;
- D. isolate unsafe equipment where reasonably necessary;
- E. provide a quotation for remedial work; or
- F. require the defect to be corrected by another competent electrician before the installation can proceed.

We will not connect the Charger where doing so would be unsafe or would breach applicable requirements.



10.4 Remedial electrical work

Repairing, replacing or upgrading the existing electrical installation is not included within a Standard Installation unless expressly stated otherwise.

Remedial work may include:

- A. upgrading earthing or bonding;
- B. replacing damaged or unsuitable equipment;
- C. upgrading a consumer unit;
- D. correcting defective wiring;
- E. replacing inadequate protective devices;
- F. installing surge protection where required;
- G. resolving existing electrical faults; or
- H. undertaking further investigation or testing.

Where we agree to undertake remedial work, it will be treated as Additional Work.

10.5 Electrical supply capacity

The Charger can only be installed and operated at a charging rate supported by:

- A. the incoming electricity supply;
- B. the main fuse;
- C. the existing electrical installation;
- D. other electrical loads at the Property;
- E. any load-management equipment; and
- F. restrictions imposed by the electricity supplier or network operator.

Where capacity is limited, we may recommend or require:

- A. load-management equipment;
- B. a reduced Charger output;
- C. changes to the proposed electrical design;
- D. an upgrade to the electricity supply or main fuse; or
- E. work by the electricity supplier or network operator.

10.6 Load management and reduced output

Where appropriate, the Charger may be configured to limit or vary its electrical demand.

This may mean that the Charger operates below its advertised maximum output at certain times.

The actual charging rate may depend on:

- A. electricity being used elsewhere at the Property;
- B. the vehicle's charging capability;
- C. the charging cable;



- D. the Charger configuration;
- E. local network conditions;
- F. temperature or battery conditions;
- G. tariff or smart-charging settings; and
- H. restrictions imposed by a third-party platform or energy provider.

A Charger described as capable of a particular maximum output will not necessarily provide that output continuously.

10.7 Network operator and electricity supplier involvement

The proposed installation may require notification to, approval from or work by:

- A. the local distribution network operator;
- B. the electricity supplier;
- C. the metering provider; or
- D. another owner of electricity supply equipment.

This may be required where:

- A. the main fuse needs to be upgraded;
- B. the supply is looped or shared;
- C. the supply capacity is uncertain or inadequate;
- D. the service equipment is damaged or unsuitable;
- E. three-phase work is proposed;
- F. the network operator requires load limitation;
- G. the meter or service equipment must be moved; or
- H. another network condition affects the installation.

10.8 Applications and information sharing

Where appropriate, we may submit an application or notification relating to the Charger installation on your behalf.

You authorise us to provide the relevant network operator, electricity supplier, certification body or grant administrator with information reasonably required for that purpose.

This may include:

- A. your name and contact details;
- B. the Property address;
- C. supply and meter information;
- D. details of the Charger;
- E. electrical design information;
- F. installation photographs; and
- G. relevant test results or certificates.



We will handle personal information in accordance with our Privacy Policy.

10.9 Third-party timescales and decisions

Decisions and work undertaken by a network operator, electricity supplier, metering provider or other third party are outside our direct control.

We cannot guarantee:

- A. whether an application will be approved;
- B. the conditions attached to an approval;
- C. the time taken to process an application;
- D. when third-party work will be completed;
- E. whether the third party will charge you; or
- F. the level of electrical capacity made available.

We will take reasonable steps to provide information and cooperate with the relevant party, but we are not responsible for unreasonable delay or failure caused solely by that party.

10.10 Third-party charges

Any fee charged directly by an electricity supplier, network operator, metering provider or other third party is not included in our price unless expressly stated in your Order Confirmation.

Where we incur an authorised third-party cost on your behalf, we will tell you before passing that cost on wherever reasonably practicable.

10.11 Solar panels, battery storage and generation equipment

You must tell us about any solar panels, battery storage, generator, heat pump or other significant generation or electrical equipment at the Property.

These systems may affect:

- A. the electrical design;
- B. load-management arrangements;
- C. energy-monitoring functions;
- D. the position of monitoring equipment;
- E. export or import limitations; and
- F. whether Additional Work is required.

Unless expressly included in your Order Confirmation, we are not responsible for altering, configuring or warranting third-party generation or storage equipment.

10.12 Power interruption

The electrical supply to all or part of the Property will normally be isolated during installation, testing, inspection or fault investigation.



We will use reasonable care when isolating and restoring the supply.

You are responsible for taking the preparation steps set out in clause 7.7.

We are not responsible for a failure of pre-existing defective or unusually sensitive equipment caused by a normal and properly undertaken interruption to the supply.

This does not exclude responsibility where damage is caused by our negligence or failure to exercise reasonable care and skill.

10.13 Local network conditions

Local electricity network conditions may change over time.

The network operator or another authorised party may require the Charger to:

- A. operate at a reduced output;
- B. use load-management controls;
- C. temporarily restrict charging;
- D. respond to network demand; or
- E. operate subject to another technical limitation.

These conditions are outside our reasonable control.

We do not guarantee uninterrupted charging, a continuous maximum charging rate or a specific charging duration where performance is affected by the vehicle, network, energy supply or another third-party system.

10.14 Unsafe electrical conditions

Where our installer identifies an immediate or potentially serious electrical danger, they may take reasonable action within the scope of their competence to reduce the risk.

This may include:

- A. isolating affected equipment;
- B. leaving a circuit switched off;
- C. issuing a warning or electrical observation;
- D. recommending urgent remedial work; or
- E. advising you to contact the electricity network operator or another appropriate person.

You must not re-energise equipment that has been isolated for safety reasons until it has been confirmed safe by an appropriately competent person.



11 Cancellation Rights

11.1 Your statutory rights

Nothing in this section limits any cancellation right you have under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or any replacement legislation.

Statutory cancellation rights normally apply where the Contract is entered into:

- A. online;
- B. by telephone;
- C. by email or another distance method; or
- D. away from our business premises.

Different rules may apply where the Contract is entered into entirely at our business premises.

11.2 Orders that include a Charger

A Contract under which we supply ownership of a Charger together with Installation Services will normally be treated as a sales contract for statutory cancellation purposes.

Where the statutory right to cancel applies, the cancellation period normally ends 14 days after the day on which the Charger comes into the physical possession of:

- A. you; or
- B. a person identified by you to receive it, other than the carrier.

You may exercise the cancellation right at any time after the Contract is formed and before the cancellation period expires.

11.3 Installation-only orders

Where we provide Installation Services without supplying ownership of a Charger, the Contract may be treated as a service contract.

Where the statutory right to cancel applies to a service contract, the cancellation period normally ends 14 days after the day on which the Contract is entered into.

11.4 Requesting installation during the cancellation period

An Installation Date may fall within your statutory cancellation period.

Where required, we will ask you to expressly request that the Installation Services begin during that period.

For an installation-only service contract, if you cancel after asking us to begin the service during the cancellation period, you may be required to pay a proportionate amount for the service supplied before cancellation.



Where the installation-only service has been fully performed within the cancellation period, the statutory right to cancel that service may be lost where:

- A. you expressly requested that the service begin during the cancellation period; and
- B. you acknowledged that the right would be lost once the service had been fully performed.

Where the Contract includes both the Charger and Installation Services, any cancellation following delivery or installation will be handled in accordance with the statutory rules applying to that Contract.

We will not deduct or charge more than the law permits.

11.5 How to cancel

To cancel the Contract, you must clearly tell us that you have decided to cancel.

You may do this by:

- A. emailing support@icee-ev.co.uk;
- B. writing to us at the address in Section 22;
- C. submitting the model cancellation form at the end of these terms; or
- D. using another cancellation method that we expressly make available.

You do not have to use the model cancellation form.

Your cancellation is effective when you send the communication, provided it is sent before the applicable cancellation period expires.

We recommend retaining evidence that the cancellation was sent.

11.6 Information to include

To help us identify the order, please provide:

- A. your full name;
- B. the Property address;
- C. your order or quotation number;
- D. the Charger model, where known;
- E. the date of the order; and
- F. your contact details.

A failure to provide all this information will not invalidate an otherwise clear and valid cancellation, but it may delay processing.

11.7 Returning the Charger

Where you cancel after taking possession of the Charger, you must make the Charger available for return in accordance with the instructions we provide.

You must take reasonable care of the Charger while it remains in your possession.



Where the Charger has not been installed and can be returned normally, you must return it without undue delay and no later than 14 days after telling us that you wish to cancel, unless we have agreed to collect it.

Where the Charger has already been installed, it must only be disconnected or removed by an appropriately competent person.

You must not attempt to remove a connected Charger yourself.

11.8 Collection and removal costs

Where permitted by law and where we informed you before the Contract was entered into, you may be responsible for the direct and reasonable cost of:

- A. collecting the Charger;
- B. safely disconnecting it;
- C. removing it from the Property;
- D. making the electrical installation safe; and
- E. returning the Charger.

We will explain any proposed removal or collection cost before arranging the work.

Where the law requires us to bear the cost of collection or removal, we will do so.

11.9 Diminished value

Where permitted by law, we may reduce a refund to reflect a reduction in the value of the Charger caused by handling beyond what would reasonably be permitted when examining the product.

We will not make a deduction merely because packaging has been opened where opening it was reasonably necessary to inspect the Charger.

Any deduction will reflect the actual reduction in value and will not be used as a penalty.

11.10 Refunds following statutory cancellation

Where you validly exercise a statutory cancellation right, we will refund payments due to you in accordance with the applicable legal timescales.

For goods, we may withhold the refund until:

- A. we have received the Charger back; or
- B. you provide evidence that it has been returned,

whichever occurs first, unless we are responsible for collecting it.

Refunds will normally be made using the same payment method used for the original transaction unless you expressly agree otherwise.

You will not be charged a fee for receiving the refund.



11.11 Cancellation before installation outside the statutory period

You may ask to cancel the Contract after the statutory cancellation period has expired but before installation.

Where you give us at least two Working Days' notice before the Installation Date, we will normally cancel the appointment without applying the late-cancellation fee.

We may deduct or charge reasonable costs where:

- A. products have been made or ordered specifically for you;
- B. non-returnable materials have been purchased with your agreement;
- C. Additional Work has already been completed;
- D. third-party charges have been incurred for your order;
- E. you fail to arrange installation within the required period; or
- F. another charge expressly set out in the Contract applies.

Any amount retained or charged will be limited to the amount we are legally entitled to recover.

11.12 Cancellation after installation

Once the Installation Services have been completed, you cannot cancel merely because you have changed your mind unless a statutory cancellation right remains available.

This does not affect your rights where:

- A. the Charger is faulty;
- B. the Charger is not as described;
- C. the Installation Services were not performed with reasonable care and skill;
- D. we have breached the Contract; or
- E. another statutory remedy applies.

11.13 Cancellation where Additional Work is not accepted

If Additional Work is necessary to complete the installation safely and you do not accept it, either party may cancel the uncompleted part of the Contract.

We will refund any amount paid for products or services that will not be supplied, less any amount we are legally entitled to retain for:

- A. products already supplied and retained by you;
- B. services already completed;
- C. authorised costs already incurred; or
- D. an applicable charge under the Schedule of Additional Charges.

11.14 Cancellation by us

We may cancel all or part of the Contract where:



- A. payment is not received when due;
- B. you fail to provide required survey information or documentation;
- C. required permission or approval is unavailable;
- D. the installation cannot be completed safely or lawfully;
- E. required Additional Work is not accepted;
- F. the Charger or essential materials become unavailable and no suitable alternative is agreed;
- G. you seriously or repeatedly breach your responsibilities;
- H. we reasonably suspect fraud or unauthorised payment activity; or
- I. an event outside our reasonable control prevents us from fulfilling the Contract.

Where we cancel, we will explain the reason and refund amounts paid for products and services that will not be supplied.

We may deduct or recover reasonable amounts for products or services already supplied and costs we are legally entitled to recover.

11.15 Ancillary contracts

Where cancellation of the Contract automatically cancels an associated credit, finance, warranty or other ancillary contract under applicable law, we will take reasonable steps to notify the relevant provider.

You should also contact the provider directly to confirm how cancellation affects any separate agreement.

12 Rescheduling, Failed Access and Abortive Visits

12.1 Rescheduling by you

You may request to rearrange the Installation Date by contacting us.

Where possible, you must provide at least two Working Days' notice.

A new Installation Date is subject to installer and product availability.

12.2 Less than two Working Days' notice

Where you cancel or rearrange the Installation Date with less than two Working Days' notice, a charge of £75 including VAT may apply.

This charge reflects the appointment capacity and reasonable costs associated with the late change.

We will not apply the charge where doing so would be unlawful or clearly unreasonable in the circumstances.



12.3 Calculating notice

Notice is calculated from the time we receive your request during our normal administrative operations.

Saturdays, Sundays and bank holidays in England and Wales are not Working Days.

For example, notice given on Friday for an appointment on Monday will normally be less than two Working Days.

12.4 Failure to provide access

A charge of £75 including VAT may apply where our installer attends the Property but cannot begin or complete the work because:

- A. no responsible adult is present;
- B. access to the Property is unavailable;
- C. the installer cannot access the electricity meter, consumer unit, Charger location or cable route;
- D. a required key, access code or permit is unavailable;
- E. the work area has not been cleared;
- F. a vehicle or other obstruction prevents the work;
- G. an undisclosed animal or safety risk prevents access;
- H. required customer-prepared work has not been completed; or
- I. another matter within your reasonable control prevents the appointment from proceeding.

12.5 Waiting for access

Where reasonably practicable, the installer may wait for a limited period while an access issue is resolved.

The amount of time available will depend on:

- A. the installer's schedule;
- B. the expected duration of the installation;
- C. whether the issue can be resolved promptly; and
- D. the effect on other appointments.

We do not guarantee that the installer can remain at the Property where access is not available at the scheduled time.

12.6 Unsafe or unsuitable conditions

An appointment may be treated as unsuccessful where the installer cannot proceed because of a condition that:

- A. was known to you but not disclosed;
- B. results from materially inaccurate survey information;



- C. should reasonably have been prepared or corrected before attendance; or
- D. is otherwise within your reasonable control.

A charge will not normally apply where the appointment cannot proceed solely because:

- A. we made an error;
- B. our installer or materials were unavailable;
- C. weather made the work unsafe;
- D. previously concealed conditions could not reasonably have been identified; or
- E. a network operator or other third party unexpectedly prevented the work.

12.7 Rearranging an unsuccessful appointment

Where an appointment is unsuccessful, we will explain what must happen before another appointment can be arranged.

We may require:

- A. payment of an applicable abortive-visit charge;
- B. completion of preparatory or remedial work;
- C. updated survey information;
- D. evidence of permission;
- E. acceptance of the fixed non-standard installation uplift;
- F. acceptance of a quotation for Additional Work; or
- G. confirmation from a network operator or other third party.

12.8 Failure to arrange installation

You must take reasonable steps to arrange and permit installation within three months of the Order Confirmation unless another period is agreed in writing.

If installation has not been arranged within that period because of your delay or failure to provide required information, we may:

- A. revise the installation price to our then-current rates;
- B. require updated survey information;
- C. release reserved products or appointment capacity; or
- D. give you notice requiring the installation to be arranged within a reasonable further period.

12.9 Cancellation following failure to arrange installation

Where you fail to arrange installation within three months and do not respond to a reasonable final request from us, we may cancel the Contract.

A charge of £75 including VAT, together with any exceptional costs properly and reasonably incurred specifically for your order, may apply.

We will refund any remaining balance due after lawful deductions.



12.10 Grant or funding documentation

Where funding or a grant requires you to complete documentation, you must provide it within the relevant scheme timescale and, unless otherwise agreed, within three months of the Order Confirmation.

Where the order must be cancelled because you fail to provide required documentation, a charge of £75 including VAT, together with any exceptional costs properly and reasonably incurred, may apply.

This charge will not apply where the failure results solely from an error by us or an unreasonable delay by the funding provider.

12.11 Rescheduling by us

We may need to rearrange the Installation Date because of:

- A. installer illness or unavailability;
- B. product or material shortages;
- C. unsafe weather;
- D. transport disruption;
- E. an earlier emergency or safety-critical appointment;
- F. network operator requirements;
- G. events outside our reasonable control; or
- H. another operational circumstance that prevents attendance.

We will notify you as soon as reasonably practicable and offer an alternative Installation Date.

We will not charge you for rearranging an appointment at our request.

12.12 Your reasonable losses

Where we breach the Contract, we remain responsible for direct and foreseeable loss caused by that breach, subject to Section 17.

However, unless expressly agreed in writing, we recommend that you do not arrange contractors, travel, unpaid leave or other expenditure in reliance on an estimated appointment time before the installation has been completed.

12.13 One charge per event

We will not apply multiple fixed attendance or late-cancellation charges for the same event merely because it falls within more than one description in the Schedule of Additional Charges.

This does not prevent us from charging separately for:

- A. the fixed non-standard installation uplift;
- B. accepted Additional Work;
- C. authorised third-party costs; or



D. separate unsuccessful appointments.

13 Delivery, Ownership and Risk

13.1 Delivery of the Charger

Unless we agree otherwise, the Charger will be brought to the Property by our installer on the Installation Date.

The Charger may alternatively be:

- A. delivered to you before installation;
- B. delivered directly by the manufacturer or distributor;
- C. held by us pending installation; or
- D. collected through another agreed arrangement.

We will tell you about any material change to the delivery arrangement.

13.2 Delivery times

Any delivery or Installation Date is subject to availability and the provisions of Section 8.

Where no specific delivery period has been agreed, we will deliver the Charger without undue delay and within the period required by applicable law.

13.3 Inspection on delivery

You should notify us promptly if the Charger or its packaging appears:

- A. damaged;
- B. incomplete;
- C. incorrect; or
- D. materially different from your Order Confirmation.

Where the Charger is brought by our installer, the installer may inspect it before installation.

We may refuse to install equipment that appears damaged or unsafe.

13.4 Ownership

Unless your Order Confirmation or a finance agreement states otherwise, ownership of the Charger will pass to you when:

- A. the Charger has been delivered to you; and
- B. we have received full payment of all amounts due for it.

Until ownership passes, you must not sell, dispose of or grant another person an interest in the Charger.



13.5 Risk of loss or damage

Responsibility for accidental loss of or damage to the Charger will normally pass to you when you or a person identified by you takes physical possession of it.

Where the Charger remains in our possession before installation, we remain responsible for taking reasonable care of it.

After installation and handover, you are responsible for protecting the Charger from:

- A. accidental damage;
- B. vehicle impact;
- C. theft;
- D. vandalism;
- E. misuse;
- F. flooding or environmental damage not caused by our work; and
- G. unauthorised alteration.

This does not affect our responsibility for damage caused by our negligence or breach of Contract.

13.6 Charger stored at the Property before installation

Where the Charger is delivered before the Installation Date, you must:

- A. store it securely;
- B. keep it dry and protected from extreme conditions;
- C. retain the original packaging where reasonably possible;
- D. prevent it from being installed, opened or altered by an unauthorised person; and
- E. notify us promptly of any damage or loss.

Damage caused by unsuitable storage may not be covered by the manufacturer's warranty or our obligations where the damage was not caused by us.

13.7 Customer-supplied equipment

Where we agree to install a Charger or accessory supplied by you or another person:

- A. you are responsible for ensuring that you have the right to use it;
- B. you must provide the relevant instructions and technical information;
- C. the equipment must be suitable, complete and undamaged;
- D. our installer may refuse to install it where it is unsafe, incompatible or unsuitable; and
- E. we are not responsible for a defect inherent in customer-supplied equipment.

Our workmanship obligations will still apply to Installation Services undertaken by us.



13.8 Removed equipment and waste

Unless your Order Confirmation states otherwise, the Standard Installation does not include removal or disposal of an existing Charger, consumer unit, cable, building material or other equipment.

Where we agree to remove equipment, we will tell you whether:

- A. it will be left at the Property;
- B. it will be disposed of;
- C. it will be returned to a manufacturer or supplier; or
- D. an additional charge applies.

We will dispose of electrical waste for which we accept responsibility using an appropriate route.

13.9 Removal following cancellation or rejection

Where the Charger must be removed following cancellation, rejection or replacement, removal must be arranged through us or undertaken by another appropriately competent person with our agreement.

The person removing the Charger must leave the electrical installation safe.

Responsibility for the removal and return cost will depend on:

- A. why the Charger is being removed;
- B. whether it is faulty;
- C. whether a statutory cancellation right applies;
- D. the terms of any manufacturer warranty; and
- E. applicable law.

14 Product Warranty and Statutory Rights

14.1 Your statutory rights

We are under a legal duty to supply goods that conform to the Contract.

The Charger and accessories supplied by us must, where applicable:

- A. be of satisfactory quality;
- B. be fit for any particular purpose made known to us and accepted by us;
- C. match their description;
- D. match any sample or model relied upon;
- E. be installed correctly where installation forms part of the Contract; and
- F. meet other applicable statutory requirements.

Nothing in these terms excludes or limits these rights.



14.2 Statutory remedies

Where goods supplied by us do not conform to the Contract, you may have statutory rights that include:

- A. a short-term right to reject;
- B. repair or replacement;
- C. a price reduction; or
- D. a final right to reject,

depending on the circumstances and applicable law.

The appropriate remedy will depend on matters including:

- A. the nature of the fault;
- B. when it was identified;
- C. whether repair or replacement is possible;
- D. whether a previous remedy has failed; and
- E. whether the proposed remedy would be disproportionate.

14.3 Manufacturer's warranty

The Charger may benefit from a manufacturer's warranty in addition to your statutory rights.

The manufacturer, duration and principal conditions of the applicable warranty will be stated in:

- A. your Order Confirmation;
- B. the Charger documentation;
- C. a separate warranty certificate; or
- D. information supplied by the manufacturer.

Manufacturer warranty periods and conditions may differ between Charger models.

14.4 Relationship between the warranty and your rights

A manufacturer's warranty is an additional benefit.

It does not replace, restrict or remove your statutory rights against us where we supplied the Charger.

You may contact us about a problem with goods supplied by us even where the manufacturer also offers a direct support process.

14.5 Manufacturer support process

For some Charger faults, the fastest support route may involve the manufacturer's technical-support team.

We may ask you to:



- A. provide the Charger serial number;
- B. provide photographs or videos;
- C. describe the fault;
- D. supply app or diagnostic information;
- E. complete troubleshooting steps;
- F. allow remote diagnostics; or
- G. raise or participate in a manufacturer support case.

We may share relevant information with the manufacturer where reasonably required to investigate or resolve the fault.

14.6 Common warranty exclusions

A manufacturer's warranty may not cover a fault caused by:

- A. misuse or failure to follow operating instructions;
- B. accidental or deliberate damage;
- C. unauthorised opening, modification or repair;
- D. movement or reinstallation by another person;
- E. abnormal environmental or operating conditions;
- F. unsuitable third-party equipment;
- G. damage caused by a vehicle, impact, flooding or vandalism;
- H. communications, internet or app failures outside the Charger;
- I. cosmetic deterioration that does not affect operation; or
- J. another exclusion stated in the manufacturer's warranty.

The manufacturer will determine claims made solely under its warranty.

These exclusions do not remove a statutory right you may have against us.

14.7 Software, apps and connected services

The Charger may rely on software, firmware, an application or a connected service supplied by the manufacturer or another third party.

We do not own or control those third-party platforms.

Their availability and functionality may be subject to:

- A. separate terms;
- B. software updates;
- C. device compatibility;
- D. network availability;
- E. account requirements; and
- F. changes made by the provider.



We remain responsible for the Charger and Installation Services to the extent required by the Contract and applicable law.

14.8 Replacement products

Where repair or replacement is required, the replacement product or component may be:

- A. new;
- B. refurbished or reconditioned where legally permitted and appropriate;
- C. the same model; or
- D. an equivalent or later model with substantially similar functionality.

We will not provide a materially inferior replacement.

Where a different model is proposed, we will explain any material difference.

14.9 Warranty commencement

The manufacturer's warranty will normally begin on the date specified in the manufacturer's warranty documents, which may be the date of purchase, delivery, registration, commissioning or installation.

You should retain:

- A. your Order Confirmation;
- B. proof of payment;
- C. the Charger serial number;
- D. installation certificates;
- E. commissioning records; and
- F. warranty documentation.

14.10 Warranty registration

Where manufacturer registration is required, we may complete it on your behalf or ask you to complete it.

You are responsible for completing any customer registration step that we clearly tell you is required.

Failure to register may affect a voluntary manufacturer warranty but does not remove your statutory rights.

15 ICEE-EV Workmanship Guarantee

15.1 Duration

The Installation Services undertaken by us are covered by an ICEE-EV workmanship guarantee for one year from the date on which the installation is completed.



This guarantee is provided in addition to your statutory rights.

15.2 What the guarantee covers

The workmanship guarantee covers faults directly caused by defective workmanship in the Installation Services undertaken by us.

It also covers installation materials supplied and installed by us solely for the purpose of completing those Installation Services, subject to the exclusions in this section.

Examples may include a fault directly arising from:

- A. the cable routing or fixing undertaken by us;
- B. electrical connections made by us;
- C. protective equipment supplied and installed by us;
- D. sealing around a cable penetration made by us;
- E. mounting of the Charger by us; or
- F. another element of our installation workmanship.

15.3 Our remedy

Where a valid workmanship-guarantee claim is established, we will choose an appropriate remedy, which may include:

- A. inspecting the installation;
- B. repeating defective Installation Services;
- C. repairing defective work;
- D. replacing a defective installation component supplied by us; or
- E. providing another appropriate remedy.

We will carry out an agreed guarantee remedy within a reasonable time and without significant inconvenience.

15.4 Matters not covered

The workmanship guarantee does not cover a fault to the extent that it was caused or materially contributed to by:

- A. defective or non-compliant existing wiring or equipment not installed by us;
- B. an alteration, repair, disconnection or modification by another person;
- C. movement or relocation of the Charger;
- D. misuse, neglect or failure to follow instructions;
- E. accidental or deliberate damage;
- F. vehicle impact, vandalism or theft;
- G. flooding, fire, storm, subsidence, pest damage or another external event;
- H. a fault inherent in the Charger or another manufacturer-supplied product;
- I. a failure of Wi-Fi, mobile coverage, an app or third-party service;



- J. a change imposed by a network operator, supplier or third party;
- K. preparatory work undertaken by you or another contractor;
- L. normal wear and tear;
- M. cosmetic deterioration that does not result from defective workmanship; or
- N. a failure to report an issue within a reasonable time where the delay materially increased the damage.

15.5 Existing electrical installation

The workmanship guarantee is not automatically void merely because another part of the Property's electrical installation is defective or non-compliant.

An exclusion will apply only to the extent that the relevant defect or non-compliance caused or materially contributed to the problem being claimed.

15.6 Charger and manufacturer faults

A product fault within the Charger itself will normally be dealt with under:

- A. your statutory product rights;
- B. the manufacturer's warranty; or
- C. another applicable product-support arrangement.

Where it is unclear whether a problem relates to the Charger or our Installation Services, we will take reasonable steps to assess the likely cause.

15.7 Reporting a claim

You should report a suspected workmanship issue as soon as reasonably practicable.

Please provide:

- A. your name and Property address;
- B. the order or installation reference;
- C. the installation date;
- D. a description of the issue;
- E. photographs or videos where reasonably possible;
- F. details of when the issue first occurred; and
- G. details of any work undertaken since installation.

15.8 Access for inspection and repair

You must provide reasonable access to inspect and, where appropriate, remedy a reported issue.

We may be unable to determine or remedy a claim where access is refused.

Where an agreed appointment is cancelled at short notice or access is unavailable, the charges in Section 12 may apply where reasonable.



15.9 No-fault or excluded-fault visits

Where an inspection identifies that:

- A. there is no fault with our Installation Services;
- B. the fault is outside the workmanship guarantee;
- C. the fault was caused by another person or system; or
- D. information relevant to the claim was materially inaccurate,

we may offer chargeable investigation or repair work.

We will tell you about any proposed charge before undertaking chargeable work wherever reasonably practicable.

15.10 Statutory rights preserved

The workmanship guarantee does not limit your right to require Installation Services to be performed with reasonable care and skill.

Any contractual guarantee period is separate from and does not replace rights available under applicable consumer law.

16 Faults, Repairs and Aftercare

16.1 Reporting a problem

If you experience a problem with the Charger or Installation Services, you should contact us as soon as reasonably practicable.

Installation-related issues should be reported through the ICEE-EV support route in Section 22.

You may also use any manufacturer support route provided with the Charger.

16.2 Safety concerns

You should stop using the Charger immediately where:

- A. it appears physically damaged;
- B. it becomes unusually hot;
- C. there is a burning smell, smoke or visible arcing;
- D. water has entered or may have entered the equipment;
- E. a cable or connector is damaged;
- F. a protective device repeatedly operates;
- G. the Charger becomes loose from its mounting; or
- H. continued use may otherwise be unsafe.



Where safe to do so, isolate the Charger using the dedicated isolation or protective device identified during handover.

Do not open the Charger.

Where there is an immediate danger to life or property, contact the appropriate emergency service or electricity network emergency service.

16.3 Information required

When reporting a fault, we may ask you to provide:

- A. the Charger make and model;
- B. the serial number;
- C. the installation date;
- D. the Property address;
- E. photographs or videos;
- F. fault codes or app messages;
- G. details of the vehicle used;
- H. details of when and how the fault occurs;
- I. relevant network or Wi-Fi information; and
- J. details of any alteration or electrical work undertaken since installation.

Providing complete information may help us resolve the issue more quickly.

16.4 Initial assessment

We may initially assess the issue using:

- A. telephone or email support;
- B. photographs and videos;
- C. manufacturer troubleshooting guidance;
- D. remote diagnostics;
- E. app or platform information; or
- F. reasonable troubleshooting steps completed by you.

You are not required to undertake any step that would be unsafe or require you to open electrical equipment.

16.5 Manufacturer involvement

Where the issue appears to be a Charger product fault, we may:

- A. refer the issue to the manufacturer;
- B. ask you to contact the manufacturer directly;
- C. coordinate a manufacturer support case;
- D. provide installation records to the manufacturer; or



- E. arrange an attendance where authorised.

Using the manufacturer's support process does not remove your statutory rights against us where we supplied the Charger.

16.6 Site visits

Where remote support does not resolve the issue, a site visit may be required.

We will tell you whether the proposed visit is:

- A. expected to be covered under your statutory rights;
- B. covered by the manufacturer's warranty;
- C. covered by the ICEE-EV workmanship guarantee;
- D. an initial diagnostic visit; or
- E. a chargeable repair or maintenance visit.

Coverage may remain subject to the findings of the inspection.

16.7 Chargeable visits

A visit may be chargeable where:

- A. no fault is found;
- B. the fault is outside the relevant warranty or guarantee;
- C. the problem was caused by customer equipment, the vehicle or another third party;
- D. the issue relates to Wi-Fi, an app, mobile coverage or another external service;
- E. the Charger or installation has been altered by another person;
- F. accidental damage or misuse has occurred; or
- G. you request maintenance or other work not included in the Contract.

We will explain the applicable charge or provide a quotation before arranging chargeable work where reasonably practicable.

16.8 Repair or replacement

Where we are responsible for providing a remedy, we may choose to:

- A. repair the Charger or installation;
- B. replace a defective component;
- C. repeat defective Installation Services;
- D. replace the Charger; or
- E. provide another remedy required by law.

The remedy selected will take account of:

- A. the nature of the fault;
- B. manufacturer requirements;



- C. availability of parts;
- D. cost and proportionality;
- E. safety; and
- F. your statutory rights.

16.9 Parts and availability

Repairs may depend on the availability of replacement parts or manufacturer support.

Where an identical component is unavailable, we may propose an equivalent component that is compatible and of an appropriate standard.

We will explain any material difference before installing a substitute.

16.10 Response and completion times

We will use reasonable efforts to assess and resolve faults within a reasonable time.

Actual timescales may depend on:

- A. the nature and urgency of the issue;
- B. installer availability;
- C. manufacturer response times;
- D. replacement-part availability;
- E. access to the Property;
- F. network operator involvement; and
- G. whether further investigation is required.

Unless expressly agreed, we do not provide a continuous or guaranteed emergency-response service.

16.11 Unauthorised repairs

You must not allow an unauthorised person to open, repair, move, disconnect or alter the Charger or Installation Services.

Where emergency work is reasonably necessary, it should be undertaken by an appropriately competent person, and you should retain:

- A. details of the work;
- B. photographs;
- C. invoices;
- D. test results; and
- E. relevant certification.

Unauthorised work may affect the manufacturer's warranty or our workmanship guarantee to the extent that it causes or contributes to a fault.



16.12 Maintenance

Routine inspection, cleaning, servicing and maintenance are not included within the Standard Installation unless expressly stated in your Order Confirmation.

You are responsible for following the manufacturer's maintenance and inspection instructions.

We may offer separate maintenance or repair services subject to a separate quotation or applicable support terms.

17 Liability

17.1 Our responsibility to you

We are responsible for direct loss or damage that is reasonably foreseeable and caused by:

- A. our breach of the Contract;
- B. our negligence; or
- C. a failure by us to exercise reasonable care and skill.

Loss or damage is foreseeable where it was an obvious consequence of the breach or where both parties knew, when the Contract was formed, that it might occur.

17.2 Damage to the Property

We will take reasonable care to avoid unnecessary damage while carrying out the Installation Services.

Some minor disturbance may be unavoidable because the work may require:

- A. drilling;
- B. fixing cables and equipment;
- C. penetrating a wall;
- D. isolating the electrical supply; or
- E. accessing electrical equipment.

We are responsible for damage caused by our failure to exercise reasonable care and skill.

We are not responsible for:

- A. work or disturbance that forms an agreed and necessary part of the Installation Services;
- B. cosmetic making good expressly excluded from the Contract;
- C. damage caused by a concealed defect or service that could not reasonably have been identified;
- D. damage caused because materially inaccurate information was provided to us; or
- E. deterioration arising from an unsuitable pre-existing surface or structure,

except where we failed to exercise reasonable care and skill.



17.3 Concealed services and defects

You must disclose known pipes, cables, services and property defects under Section 7.

We will take reasonable precautions when drilling or fixing equipment.

However, we are not responsible for loss caused by a concealed service or defect where:

- A. its location was not disclosed;
- B. it could not reasonably have been detected using appropriate care;
- C. no visible indication of it existed; and
- D. we otherwise exercised reasonable care and skill.

17.4 Existing electrical equipment

We are not responsible for repairing or replacing an existing electrical defect that:

- A. was present before our work;
- B. was not caused by our Installation Services; and
- C. falls outside the agreed scope.

Where our testing reveals an existing issue, we will explain it and may provide a quotation for remedial work.

17.5 Matters outside our reasonable control

We are not responsible for delay or failure caused by an event outside our reasonable control where we have taken reasonable steps to minimise its effect.

Examples may include:

- A. severe weather;
- B. flooding, fire or natural disaster;
- C. epidemic or pandemic restrictions;
- D. transport disruption;
- E. strikes or industrial action not involving our own workforce;
- F. supplier or manufacturer failure that we could not reasonably avoid;
- G. network operator or electricity supplier delay;
- H. changes in law or regulatory requirements;
- I. failure of public communications or energy infrastructure; or
- J. civil emergency or government action.

Where such an event creates a substantial delay, either party may have the right to cancel the affected part of the Contract under Section 11.

17.6 Third-party products and services

We are not responsible for the performance or availability of:



- A. your vehicle;
- B. your electricity tariff;
- C. broadband or Wi-Fi services;
- D. mobile communications;
- E. third-party apps or platforms;
- F. solar panels or battery-storage systems;
- G. electricity network infrastructure;
- H. customer-supplied equipment; or
- I. work undertaken by another contractor.

This does not exclude responsibility where we negligently selected, supplied, configured or connected a third-party product as part of our agreed work.

17.7 Charging speed and availability

We do not guarantee:

- A. a continuous maximum charging rate;
- B. a particular charging duration;
- C. uninterrupted access to smart functions;
- D. compatibility with every vehicle or future vehicle;
- E. continued availability of a third-party app; or
- F. uninterrupted electricity supply.

Actual performance may depend on the factors described in Sections 6 and 10.

17.8 Customer and third-party actions

We are not responsible for loss or damage caused or materially contributed to by:

- A. misuse of the Charger;
- B. failure to follow instructions;
- C. inaccurate information supplied by you;
- D. failure to prepare the Property;
- E. unauthorised alteration or repair;
- F. work undertaken by another person;
- G. failure to obtain required permission;
- H. deliberate damage, theft or vandalism; or
- I. continued use after an obvious safety concern arose.

Our responsibility will not be reduced to the extent that our own breach or negligence also caused the loss.



17.9 Data and electronic equipment

Before the electricity supply is isolated, you should save work and back up important electronic information.

We are not responsible for avoidable data loss caused solely by your failure to take a reasonable backup following clear notice that the supply would be interrupted.

This does not exclude liability for data loss directly caused by our negligence where that loss was reasonably foreseeable.

17.10 Business losses

These terms apply to domestic consumers purchasing wholly or mainly for personal use.

We are not responsible for business losses, including:

- A. loss of profit;
- B. loss of revenue;
- C. loss of business opportunity;
- D. business interruption;
- E. lost commercial data; or
- F. costs arising from business use of the Charger.

This clause does not apply where such an exclusion would be unlawful.

17.11 Your duty to reduce loss

Where a problem occurs, you should take reasonable steps to prevent avoidable further loss or damage.

This may include:

- A. stopping use of the Charger;
- B. isolating it where safe;
- C. reporting the issue promptly;
- D. protecting the affected area; and
- E. following reasonable safety instructions.

We will not be responsible for additional loss that could reasonably have been avoided after you became aware of the problem.

17.12 Liability that is not excluded

Nothing in these terms excludes or limits responsibility for:

- A. death or personal injury caused by negligence;
- B. fraud or fraudulent misrepresentation;



- C. breach of your statutory consumer rights;
- D. defective products where liability cannot legally be excluded;
- E. deliberate misconduct; or
- F. any other matter for which liability cannot legally be excluded or limited.

18 Data Protection

18.1 Privacy Policy

We will collect and use personal information in accordance with our Privacy Policy and applicable data-protection law.

Our Privacy Policy explains:

- A. the personal information we collect;
- B. why we use it;
- C. the lawful bases on which we rely;
- D. who we may share it with;
- E. how long we retain it;
- F. your data-protection rights; and
- G. how to contact us about your information.

18.2 Information we may collect

Information relating to your order may include:

- A. your name and contact details;
- B. the Property address;
- C. payment and transaction information;
- D. survey answers;
- E. photographs and videos of the Property;
- F. electricity supply and meter information;
- G. Charger and vehicle information;
- H. installation and testing records;
- I. communications with you;
- J. grant or funding information;
- K. warranty and support records; and
- L. app, diagnostic or energy information where applicable.

18.3 How we use information

We may use personal information to:

- A. provide quotations;
- B. process and manage your order;



- C. assess and plan the installation;
- D. arrange appointments;
- E. take payment;
- F. complete electrical certification and notifications;
- G. submit network operator or funding applications;
- H. register or administer warranties;
- I. provide support and aftercare;
- J. investigate complaints or claims;
- K. prevent fraud;
- L. comply with legal and regulatory obligations; and
- M. improve the quality and safety of our services.

18.4 Sharing information

Where reasonably necessary, we may share relevant information with:

- A. employees and subcontracted installers;
- B. the Charger manufacturer or distributor;
- C. payment and finance providers;
- D. electricity suppliers and network operators;
- E. certification and notification bodies;
- F. local authorities and regulators;
- G. grant or funding administrators;
- H. delivery and logistics providers;
- I. IT, communications and support providers;
- J. insurers and professional advisers; and
- K. law-enforcement or public authorities where legally required.

We will not sell your personal information to advertisers.

18.5 Installation photographs

Photographs and videos taken during the survey or installation may show:

- A. electrical equipment;
- B. the proposed cable route;
- C. the Charger location;
- D. completed workmanship;
- E. property features; and
- F. information relevant to certification or warranty records.

We will use these records for legitimate operational, compliance, quality and support purposes.

We will not use identifiable photographs of your home for advertising or promotional content without an appropriate lawful basis and, where required, your permission.



18.6 Charger and app data

A smart Charger or connected application may collect information such as:

- A. charging sessions;
- B. electricity consumption;
- C. device identifiers;
- D. fault information;
- E. firmware information;
- F. account information; and
- G. connection status.

The manufacturer or platform provider may process this information under its own privacy notice.

You should review the relevant third-party privacy information before creating an account or using connected services.

18.7 Marketing

We may send marketing communications where:

- A. you have consented;
- B. applicable law permits us to do so; or
- C. we otherwise have a lawful basis.

You may opt out of marketing communications at any time.

Opting out of marketing will not prevent us from sending operational messages relating to your order, installation, safety, warranty or support request.

18.8 Accuracy of information

You should tell us where personal information relevant to the Contract changes or is inaccurate.

We may take reasonable steps to verify information where required for:

- A. fraud prevention;
- B. grant eligibility;
- C. electrical notifications;
- D. property permissions; or
- E. legal compliance.

18.9 Retention

We will retain information for as long as reasonably required for the purpose for which it was collected.



Some installation, electrical, financial, warranty and compliance records may need to be retained after the Contract has ended.

Our Privacy Policy provides further information about retention.

18.10 Your rights

Depending on the circumstances, you may have rights to:

- A. access your personal information;
- B. correct inaccurate information;
- C. request deletion;
- D. restrict processing;
- E. object to processing;
- F. receive certain information in a portable format;
- G. withdraw consent; and
- H. complain to the Information Commissioner's Office.

These rights may be subject to legal limitations or exemptions.

19 Complaints

19.1 Contacting us

If you are dissatisfied with the Charger, Installation Services or the way we have handled your order, please contact us using the details in Section 22.

Installation complaints should normally be raised through our support-ticket process so that they can be recorded and assigned appropriately.

19.2 Information to provide

Please provide:

- A. your name;
- B. the Property address;
- C. your order or installation reference;
- D. the installation date;
- E. a clear description of the complaint;
- F. photographs, videos or documents where relevant; and
- G. the outcome you are seeking.

19.3 Our response

We will take reasonable steps to:



- A. acknowledge the complaint;
- B. review the relevant order and installation records;
- C. request further information where necessary;
- D. speak with the installer, manufacturer or another relevant party;
- E. explain our findings; and
- F. propose an appropriate resolution where the complaint is upheld.

More complex complaints may take longer where a site inspection, manufacturer response or technical investigation is required.

19.4 Access for investigation

Where an inspection is reasonably required, you must provide access to the Property.

A refusal to provide reasonable access may prevent us from investigating or resolving the complaint.

19.5 Product complaints

Where a complaint relates to a Charger fault, we may involve the manufacturer's technical-support team.

You may also contact us directly where we supplied the Charger.

Referral to the manufacturer does not remove your statutory rights against us.

19.6 Escalation

If you are dissatisfied with the initial response, you may ask for the complaint to be reviewed by an appropriate manager who was not primarily responsible for the original decision, where reasonably practicable.

You should explain why you disagree with the response and provide any additional evidence.

19.7 Independent advice

You may obtain independent advice about your consumer rights from Citizens Advice or your local Trading Standards service.

Nothing in our complaints procedure prevents you from exercising a legal right or bringing a claim through an appropriate court.

19.8 Alternative dispute resolution

Where we are required to use an alternative dispute-resolution process, or where we agree that one is appropriate, we will provide details of the relevant body and procedure.

Participation in an alternative process does not affect rights that cannot legally be excluded.



20 General Legal Provisions

20.1 Changes to these terms

We may update these terms from time to time.

A revised version will normally apply only to orders accepted after its effective date.

The version forming part of your Contract will be the version provided or made available to you when your order is accepted.

We will not retrospectively change an agreed term in a way that materially disadvantages you.

We may make a change to an existing Contract where:

- A. it is required by law or a competent authority;
- B. it is necessary for safety or regulatory compliance;
- C. it reflects a change that does not materially reduce your rights; or
- D. you expressly agree to it.

Where a material change is required, we will explain it and any available cancellation right.

20.2 Communications and notices

We may contact you using the email address, telephone number or postal address supplied with your order.

You must tell us promptly if your contact details change.

A formal notice to us should be sent using the details in Section 22.

Nothing in this clause prevents you from exercising a statutory cancellation right through any clear statement sent to us.

20.3 Subcontracting

We may use appropriately qualified subcontractors to carry out all or part of the Installation Services.

Where a subcontractor works on our behalf, we remain responsible for the performance of our obligations under the Contract as required by law.

20.4 Transfer by us

We may transfer or assign our rights and obligations under the Contract to another organisation where:

- A. this forms part of a genuine business transfer or restructuring;
- B. the organisation is capable of performing the relevant obligations; and
- C. the transfer does not reduce your contractual or statutory rights.



We will notify you where the transfer materially affects the Contract.

20.5 Transfer by you

The Contract is personal to you and relates to the Property stated in your Order Confirmation.

You may not transfer your rights or obligations to another person without our written agreement, except where applicable law allows you to do so.

We will not unreasonably withhold agreement where, for example, ownership of the Property changes before installation and the new owner wishes to proceed.

20.6 Third-party rights

Except where these terms expressly state otherwise, a person who is not a party to the Contract does not have a right to enforce it under the Contracts (Rights of Third Parties) Act 1999.

This does not affect a right or remedy available independently of that Act.

20.7 If part of the Contract is invalid

Each clause operates separately.

If a court or competent authority finds that part of a clause is unlawful, invalid or unenforceable, that part will be treated as removed or adjusted to the minimum extent necessary.

The remaining terms will continue to apply.

20.8 Delay in enforcing a right

If either party does not immediately enforce a right or delays doing so, that does not mean the right has been waived.

A waiver relating to one breach does not automatically apply to another breach.

20.9 Entire agreement

The documents identified in clause 1.4 set out the agreed terms of the Contract.

Nothing in this clause excludes:

- A. information that forms part of the Contract under consumer law;
- B. responsibility for fraud or fraudulent misrepresentation;
- C. representations on which you were legally entitled to rely; or
- D. any statutory right.

20.10 Headings

Clause headings are included to make these terms easier to read.



They do not alter the meaning of the clauses.

20.11 Language

The Contract is provided in English.

Where a translation is provided for convenience, the English version will apply to the extent permitted by law if there is an inconsistency.

20.12 Governing law

The Contract is governed by the law of England and Wales.

If you live in Scotland, Northern Ireland or another part of the United Kingdom, you retain any mandatory protection provided by the law applicable where you live.

20.13 Courts

Proceedings may be brought in the courts of England and Wales.

If you live in Scotland or Northern Ireland, you may also be entitled to bring proceedings in the courts of the part of the United Kingdom in which you live.

21 Schedule of Additional Charges

21.1 General

This schedule summarises fixed charges and other price adjustments referred to in these terms.

All fixed amounts shown include VAT where applicable.

We will not apply a charge where doing so would be unlawful or clearly unreasonable.

21.2 Fixed charges

Situation	Charge
Cancellation/ re-arranging installation date with less than 2 working days' notice	£75.00
Customer not present at installation address or we cannot gain access on date of installation due to no fault of our own	£75.00



Failure to schedule your installation within 3 months of order confirmation	£75.00
Cancellation following failure to schedule your installation within 3 months of order confirmation	£75.00 plus any exceptional costs properly incurred
Failure to complete OZEV documentation within 3 months of order confirmation resulting in cancellation of order.	£75.00 plus any exceptional costs properly incurred.
Installation deemed to be non-standard and requiring additional works.	£200.00 as standard. For installations requiring further works, a no-obligation quotation will be provided.

21.3 Additional cable and other work

Additional cable, materials, specialist equipment, remedial work, groundworks and other Additional Work are not covered by this schedule unless expressly stated.

They will be included in:

- A. the fixed non-standard installation uplift where we expressly confirm this; or
- B. a separate no-obligation quotation.

21.4 Approval before chargeable work

The fixed £200 non-standard installation uplift and any separately quoted Additional Work must be agreed before we undertake the chargeable work.

This does not apply to immediate work reasonably necessary to leave the Property or electrical installation safe.

21.5 Exceptional costs

Where this schedule permits us to recover exceptional costs, those costs will be limited to costs that:

- A. were actually and reasonably incurred;
- B. relate specifically to your order;
- C. could not reasonably be avoided or recovered elsewhere; and
- D. we are legally entitled to recover.



We will provide a reasonable explanation of the cost on request.

21.6 No duplicate fixed charges

Only one £75 attendance or late-cancellation charge will normally apply to a single unsuccessful appointment.

The fixed £200 non-standard installation uplift may apply separately because it is an adjustment to the installation price rather than an attendance charge.

22 Contact Information

22.1 ICEE-EV

I.C.E.E. Managed Services Limited.

Company number: 04554727

Registered office:

28 Warfield Avenue Waterlooville Hampshire PO7 7JN

Operating and correspondence address:

Unit 20 Arnside Road Waterlooville Hampshire PO7 7UP United Kingdom

Customer support 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/

22.2 Order cancellations

To cancel an order, email:

support@icee-ev.co.uk

Your email should clearly state that you wish to cancel and should include enough information for us to identify your order.

22.3 Installation and workmanship issues

Installation, workmanship and appointment issues should be reported through the ICEE-EV support-ticket process or customer support email.



22.4 Charger product support

Where a manufacturer provides a direct technical-support route, its details will be included in the Charger documentation, Order Confirmation or support information supplied to you.

You may still contact ICEE-EV regarding a Charger supplied by us.

Appendix 1 — Model Cancellation Form

Complete and return this form only if you wish to cancel the Contract.

To:

I.C.E.E. Managed Services Limited, Unit 20 Arnside Road Waterlooville Hampshire PO7 7UP United Kingdom

Email: support@icee-ev.co.uk

I hereby give notice that I cancel my Contract for the supply of the following goods and/or services:

Order number:

Date ordered:

Date received or installed, where applicable:

Customer name:

Property address:

Customer email address or telephone number:

Customer signature, only where this form is submitted on paper:

Date:

