

Terms and Conditions

You agree to be bound by the following terms and conditions (we have the right to revise and amend these terms and conditions from time to time) when using our site or ordering an **Energy Performance Certificate**.

1. EPC Provider

Registered Office: 83 Derby Road, Burton On Trent, Staffordshire, DE14 1RW

2. Ecohipsepc.com

We reserve the right to revise or withdraw any of the services provided by us without notice.

3. Ordering an **Energy Performance Certificate**.

A legally binding contract to supply an **Energy Performance Certificate** will be formed upon payment of the relevant fees.

4. Price and Payments

The amounts charged for our **Energy Performance Certificates** are displayed on our website or can be communicated via email or by telephone. To make a Payment for our **Energy Performance Certificates** you may order on-line via our website or by sending a cheque to our offices.

5. Cancellation / Refund Policy

Cancellations will incur an administration fee of £45 + VAT when an Energy Assessor has visited the property for which the **Energy Performance Certificate** has been ordered. In addition you will also be liable for any charges made to us for third party services required to obtain the necessary documents contained in the **Energy Performance Certificate**.

We reserve the right to refuse to accept or cease an order for the compilation of an **Energy Performance Certificate**.

This does not affect your statutory rights as a consumer or under the "**Energy Performance Certificate Regulations**"

6. The accuracy of information you supply to us

The Information you provide us will form part of the **Energy Performance Certificate**. The **Energy Performance Certificate** will be relied upon by third parties. You must ensure that all the information provided by you is factual, correct, accurate, complete and valid.

7. The accuracy of information we obtain from third parties

The documentation included in a **Energy Performance Certificate** is obtained from third parties. The EPC Provider shall use all reasonable endeavours to obtain any such documents from suitably qualified and experienced third parties. The EPC Provider cannot be held liable for any errors/omissions in any such document or any delays caused as a result of late receipt of any of these documents or certificates.

8. Complaints

We have a formal written complaints procedure for handling complaints speedily and fairly and we will tell you what this is. If you wish to make a complaint, it will be handled as follows –

The complaint will be acknowledged within 5 working days of receipt

A complaint will normally be dealt with fully within 4 weeks of its receipt. If there are valid reasons for the consideration taking longer, you will be kept fully informed in writing or via telephone or email as you prefer and receive a response at the very latest within 8 weeks

Upon request, we will liaise with counselling organisations acting on your behalf

A final decision will be in writing or via email, as appropriate

If you are not satisfied with the final outcome, you may refer the complaint to the Independent Property Codes Adjudication Scheme and we will give you contact details

We will co-operate fully with the independent adjudicator during the resolution investigation and comply with any decision

9. Intellectual Property Rights

All intellectual property rights pertaining to this website and in our **Energy Performance Certificates** belong to The EPC Provider.

These terms and conditions and any Contracts entered into through this site are by English law.