

Terms and conditions of sale

Heat my Home of 21 Chapel View, Lancaster LA3 3CP "we" Heat my Home have agreed with you "the buyer" that Sun Systems and The Green Electrician will supply your specified low carbon energy system or the "system" as described in this quotation.

Guarantee

All products offered for sale by Heat my Home are in our opinion, suitable for the purpose and are covered by our own no quibble guarantee on quality and the guarantee of the original manufacturer, which is fully supported by Heat my Home and does not limit your statutory rights. The goods are guaranteed against defects in workmanship and materials from the date of delivery, the periods of guarantee are listed against each product listed below. Heat my Home shall, at its option, replace or repair free of charge any goods which in its opinion, are faulty.

The guarantee is subject to the following conditions:

- a) the Goods have not been neglected, modified, subjected to over-temperature or otherwise improperly used in any manner whatsoever
- b) The Goods must be installed in accordance with the Company's or manufacturers instructions.
- c) The Goods must have been properly maintained and serviced as recommended by the Company or manufacturer and only parts produced by the manufacturer of the Goods have been fitted to the Goods.
- d) Any defect shall be notified to the Company in writing as soon as possible after it becomes apparent.
- e) This guarantee does not cover any costs incidental to the replacement or repair of the goods, including without limitation the costs to the Customer of returning Goods to the Company, the delivery to the customer and installation of replacement Goods, or in relation to any pipe work
- f) The company shall not be liable for any loss or damage whatsoever, whether in contract, (including negligence) or otherwise and including, without limitation, loss or damage caused by or arising out of any failure or any defect in the Goods, or for any loss or damage caused by or arising out of these Goods.
- g) The company shall not in any event be liable or responsible for any indirect, incidental or consequential; loss or damage including loss of revenue, goodwill, or profit, however caused.

The following guarantee periods for the products listed below:

Heating collectors	10 Years
Electrical collectors	20 Years
Other parts and components	2 Years

The above products are guaranteed for the periods shown; this guarantee relates to replacement of parts only and does not cover for installation freight or damage caused to building fabric through leaks or malfunction.

Your responsibility

You will co-operate with us in all matters and our reasonable requests relating to the delivery of the System including access to your premises.

You will ensure that any existing energy systems (including gas, oil, water and electricity) to which the System will be connected will be capable of handling and supporting the additional requirements added to it by the System. We can advise you on the general energy requirements or needs of the System but not the capabilities of your current energy supply.

When the System or parts of the System are delivered to you, you will ensure that it is stored in a safe, dry environment and will take care not to damage or permit any damage to any such parts. You are responsible for all risk including any damage to or loss of any parts to the System once they are delivered to you.

If for any reason you are unhappy with your purchase quality, simply return it, in its original condition within 7 days from date of invoice. We will then issue a full refund for the price you paid for the item.

Free delivery offered on all solar kits, however if you the customer wishes to return the product for any reason, we do not offer free delivery on returned good. It will be the responsibility of you the buyer to return the product in its original condition. Refunds cannot be given until all components and parts are returned in their **original** condition to our specified location.

Any non-faulty returns will incur a restocking fee of 20% of the cost of the purchased item, this is to cover our time, postage and packing fees.

Warranty

We do not manufacture the System equipment or components and cannot ourselves warrant or guarantee their performance. The principal equipment within the System each comes with a manufacturer warranty. These warranties cover manufacturing faults, satisfactory quality of the equipment within the meaning of the Supply of Goods and Services Act 1982 and fitness for the purpose for which the equipment is designed. If you need to make a claim under the warranty we will administer this process on your behalf and ensure that your claim is dealt with appropriately by the equipment provider.

Delivery

We aim to deliver after 5 days from receiving an order, but it is not always possible to do so, for example where delay is caused by weather conditions or circumstances which are outside our control. If this situation occurs our aim is to complete the delivery as soon as we reasonably can. Express ordering is available which will need an electronic payment from the customer. Heat my Home policy means we can only despatch once payment has been received.

Warranty claims made by you under paragraph 5 are claims against the provider of the faulty equipment and whilst we agree to administer the warranty process we are not liable for such claims.

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