

## Terms and Service

The following terms and conditions are those set out by, and referring to, DP Energy Assessors Ltd ([www.dpenergy.co.uk](http://www.dpenergy.co.uk)). By visiting and accessing this website, you agree to adhere to the following terms and conditions. We reserve the right to seek full redress of the law for any violations of these terms and conditions.

### **Use of Website:**

- 1.1. The website may not be copied, redistributed, reproduced, corrupted or duplicated.
- 1.2. We reserve the right to amend, change or remove any part of this Website without notice, and no liability is accepted as a result of so doing.
- 1.3 We retain the right to refuse access to this website.
- 1.4. By visiting and accessing this website you accept our Privacy Policy (detailed below) which is in keeping with the Data Protection Act of 1998.
- 1.5. Written consent is required for the use of hyperlink to this website as long as the link does not portray DP Energy Assessors or products in a false, misleading or any offensive manner.
- 1.6. Unauthorised use of this website may give to a claim for damages and/or be a criminal offence.

### **Fees & Payment Terms:**

- 2.1. Payment for services will be issued by the customer in advance of any work being carried out and will be registered at the address where the certificates or working assurances are to be issued.
- 2.2. An administration charge will be levied for any undue cancellations or non-appearances preventing admittance to the property without prior notification.
- 2.3 DP Energy Assessors reserves the right to cancel the contract if our staffs have reasonable doubt regards to their health and safety in which administration and travel (mileage) will be deducted from the fee paid.

### **Cancellation**

- 3.1. We reserve the right to terminate the contract between us if we do not cover your area or wrong quotation was given due typographic.
- 3.2. Once an order has been made, 50% of payment will be deducted for refund.
- 3.3. We will not be obliged to offer any compensation if we terminate any contract between us.
- 3.4. DP Energy Assessors may terminate the Terms if there is a conflict of interest.

### **Entering into Agreements**

- 4.1 Correct and accurate details must be supplied before date of inspection. You must immediately report any amendments, corrections or change in circumstances.
- 4.2 .The online system must only be access by authorised personal. The user takes full responsibility should any third party obtain any passwords to access the user account. The user must inform DP Energy Assessors immediately if any password is lost or stolen.

4.3. DP Energy assessors will not be liable for any special, consequential or indirect damages, loss of profits (including direct loss of profits), loss of business, loss of revenue, loss of goodwill or loss of anticipated savings arising out of or in connection with the Terms.

4.4. All personal information received from the Client will be treated as private & confidential, and will not be disclosed to any other parties without consent

4.5. All contact details and data stored by DP Energy Assessors are in accordance with the Data Protection Act of 1998.

4.6. You are entitled to ask for a copy of the information we hold about you (for which we may charge a small fee) and to have any inaccuracies in your information corrected.

4.7 By providing us with information about your property and heating, you consent to us processing your information as set out in this privacy policy.

### **Complaints**

5.1. DP Energy Assessors warrants that the Services will be performed in accordance with all legal requirements and the requirements of the DP Energy Assessors Accreditation Scheme & any relevant Code of Practice.

5.2. DP Energy Assessors will provide a high level of customer care at all times. In the unlikely event of any complaint, DP Energy Assessors will seek to resolve any initial complaint by telephone, email or in person as quickly as possible. Should the Client be unhappy with this response they should write to the DP Energy Assessors setting out full details of the complaint within 5 working days. DP Energy Assessors will usually respond within no more than 15 working days to allow for holidays. If the Client is dissatisfied with this response the matter can be escalated to the DP Energy Assessors Accreditation Scheme. A copy of the complaints handling process is available on request. This does not affect the Client's legal rights.