

Terms and Conditions.

Terms & Conditions for Home Information Pack and Energy Performance Certificates. By ordering a Home Information Pack from Maidstone Energy Assessors Ltd, you agree to be bound by these terms and conditions.

1. Trading Address

1.1 Maidstone Energy Assessors Ltd, 17 Dane Court, Coxheath, Maidstone, Kent ME17 4HJ

2. Rights of Cancellation.

2.1. As a consumer, you have a cooling-off period in which you can withdraw from the contract for any reason, subject to the provisions in 2.3 below. This cooling-off period ends seven working days from the day after the order was placed. If you wish to cancel your order you must notify us within the prescribed period by e-mail or letter by post.

2.2 Unless otherwise requested by you, in order to deliver your Home Information Pack to you as quickly as possible we will start processing your order as soon as your payment for the Home Information Pack has been received by us.

2.3. If you are a consumer, the cooling-off period and the right to cancel will not apply where;

- (a) a Home Information Pack has already been issued to you; or
- (b) we begin the preparation of a Home Information Pack, by agreement with you, before the cooling-off period ends.

2.4. Subject to clause 2.7, contracts cancelled by you within the seven-day cooling-off period will be refunded in full, excluding any credit card or debit card processing charges incurred by us.

2.5. We will usually refund any money received from you using the same method originally used by you to pay for your purchase. We will usually process the refund due to you as soon as possible and, in any case, within 30 days of the day we received your cancellation.

2.6. Any cancellations or refunds for Home Information Packs other than in accordance with the cooling-off period referred to above will be at our sole discretion.

2.7. If you cancel the contract you will remain liable for the cost of any third party reports already ordered or obtained by us on your behalf in accordance with the provision of clause 4.

2.8. This clause 2 does not affect your statutory rights.

3. Information provided by you to us.

3.1. You will be asked to provide us with information about your property that we deem necessary to produce a Home Information Pack. The specific questions we ask will vary from property to property. We will ask for this information in e-mail or in a letter by post or in person.

3.2. You will be required to provide this information by e-mail or in a letter by post or in person.

3.3. If the details of your property are not correct when ordering online (such as specifying the incorrect number of bedrooms) we reserve the right to delay the Home Information Pack until such time that the correct amount owing is paid, subject to a £10 administration charge.

3.4. Unless there are exceptional circumstances, your contract for the Home Information Pack will normally be fulfilled by delivering to you by post a Home Information Pack within two weeks of us receiving payment for your Home Information Pack and / or an Energy

Performance Certificate by e-mail attachment (Pdf File) within 1 day of the assessment and by post (Recorded First Class) within 3 working days of the assessment.

3.5. The timescale in 3.4 is for guidance only and we shall not be responsible for delays owing to holiday periods or other causes outside of our reasonable control.