

## **EV Supermarket Installation Terms & Conditions**

1.1 EMS Engineering Services Ltd t/a EV Supermarket will contact you to arrange the installation following the successful completion of a desktop survey. You agree to allow our Engineers to access your property to carry out the installation.

1.2 If we are not able to confirm whether you have a suitable location / have a complex cable run / suspect power capacity to install the chargepoint from the desktop survey or if you have difficulty submitting the requested desktop survey information, at our discretion, we will send an Engineer to carry out an onsite survey.

1.3 There is a standard £70 cost associated with an onsite survey. If a survey is required, we will provide you with a quote in writing beforehand. You will be responsible for these costs, but you are not under any obligation to proceed with the survey. Please be mindful, without conducting a survey we may not be able to install a chargepoint at your property.

1.4 Installations will be carried out following a successful survey and quotation based on the information collected by one of our engineers. At our discretion, we may cancel or rearrange an installation date we have given you and/or terminate this agreement based on the findings of the survey. We will let you know if this is the case. We cannot be held liable to you in any way if we do not carry out an installation for these reasons.

1.5 The installation shall be carried out in accordance with the specification set out in the accepted quotation and subsequent agreement (this may be amended by mutual agreement from time to time).

1.6 If an installation cannot be completed on the scheduled appointment due to a deviation from the specification as set out in the quotation of works agreed by the customer, meaning we must abandon, reschedule or requote there will be a charge of £100.

1.7 You must have suitable and tidy space at your property for us to install the chargepoint. Engineers are not permitted to move or handle customers personal items, including moving furniture. We must have clear access to the electricity meter or main consumer unit to install the power supply and associate hardware used to power and connect the chargepoint.

1.8 If your installation satisfies the following criteria, it will be considered a “Standard Installation”:

- the fitting of the selected chargepoint on a brick or plaster wall (or other suitable permanent structure).
- routing of the cable through a drilled hole in a wall up to 500mm (20 inches) thick (where needed).
- Up to 10m/15m\* of Hi-Tuff cabling, run and neatly clipped to the wall between the distribution board and the EV charge point up to a height of 1.8m.
- the property’s consumer unit (fuse box) is RCD protected and has a spare way for protecting the outgoing chargepoint circuit
- you have a spare ethernet port on your internet router for us to connect the chargepoint\*
- the cables from the charger will be surface mounted and clipped directly to that surface, i.e. not over any non-permeable material
- there are no ground works required
- the property has an earthing arrangement complying with current regulations
- the charge point will be fixed to the property and able to utilise the property’s earthing arrangement.
- electrical testing and the NICEIC certification.
- demonstration of the EV charge point functions and mobile phone App (if applicable).

\*Dependant / if applicable on the charging unit being installed selected by the customer.

Not included in a standard installation\*\*

- installing cabling in roof and ceiling voids
- Trenching or civil works for the installation of cabling
- Lifting and/or replacement of carpets, flooring and floorboards.
- The dismantling of any cabinets or furniture
- Working above 1.8m height without appropriate equipment.

\*\* These works can be carried but require a more detailed survey and quotation.

1.9 ‘Standard Installations’ usually take between 1 and 3 hours, although in some circumstances, they can take longer than this. We will always try to complete the install as efficiently as possible.

1.10 Non-standard installations may take longer than 3 hours to complete. In these circumstances, you may have to pay additional fees for the extra work and time required to complete the installation.

1.11 If we are not able to complete an installation in a single appointment, we will make an additional booking to complete the required works. Unless these required works are over and above the agreed schedule of works, you will not be charged additional fees for this additional appointment.

1.12 If you cannot make an appointment, please contact us at least 48 hours before its scheduled time. If you fail to keep an appointment and notify us within the requested timeframe you will be charged £100.

1.13 We are not responsible for any losses you incur due to delays to your installation, however caused. We will not pay any compensation if we cannot complete an installation during a scheduled appointment. Likewise, if we are unable to attend an appointment or installation date and must reschedule, no matter how short notice, we are not liable for any costs incurred.

1.14 Our Engineers will take reasonable care to carry out the installation without causing unnecessary damage. We will fix any unnecessary damage to your property that is directly caused by our negligence.

1.15 We shall ensure that the services are rendered with reasonable care and skill and to a reasonable standard which is commensurate with best trade practice.

1.16 The customer or the customers representative must always be on site during the installation and commissioning process and must be over the age of 18.

1.17 The customer must ensure that any persons under the age of 18 or any pets are suitably supervised for health and safety purposes.

1.18 We shall ensure that our Engineers comply with all relevant codes of practice.

1.19 We will not start or continue the installation if we believe there is a health and safety risk to our Engineers, and we will not return to complete the installation until that risk has been addressed and resolved.

1.20 We cannot be responsible for insufficient GPRS, 4G or Wi-Fi / mobile data signals within the area that customer resides. If this is the case, the customer will be responsible for the cost and provision of any associated signal boosters. Please note that in some poor GPRS / 4G areas of the country, the use of a booster is not guaranteed to improve the quality of the signal and therefore a refund of any additional antennas provided by us will not be refundable.

1.21 Following completion of the installation you have a period of 1 day within which to inspect the completed work and to notify us of any defects. The Electrician shall correct such defects at no additional cost to you.



1.21 If we are unable to complete the installation for any reason that is outside of our control, you may still be liable for reasonable costs we incur.

1.22 We request payment in full, or a 50% deposit of the total invoice cost to be paid in advance of the installation. If a deposit is paid before installation, the balance remaining is due on the day of installation.