

Title :				CNO : 0011	
Address :					
Town/City :		Postcode:		Email:	
Home Phone :		Mobile :		Work :	
SNo.	Description of goods	Qty	Price/Unit	Amount	
1	asd	1.00	123.00	123.00	
				Total Amount : 123.00	
				Promocode :	
				Discount : 0.00	
				Final Amount : 123.00	
Technical survey Date : 28-Mar-2017				Advance Amount : 0.00	
Installation Date : 31-Mar-2017				Due On Survey : 30.75	
				Due of Installation : 92.25	

Payment Details			Payment Mode: Bank Transfer	Date: 25-Feb-2017
Bank Transfer		Cheque		Credit/Debit Card
Bank Name :		Cheque No. :		Card No. :
Ref.No. :		Bank Name :		Holder Name:
		Cheque Amount : 0.00		Expiry Date:
				C V V:

Terms & Conditions:

1. Arkaya Energy Ltd (herein referred to as The Company) aims to specify all the terms of contract between the customer and the company in this document and any other specification (if any) provided to the customer. If any other changes are promised to the customer than customer should ask these to be put in writing for their safety. This should avoid any possible issues between the customer and the company
2.
 - a) The company enters into this contract on the basis of the company's representative's best understanding of your requirement, but this is provisional until the technical survey. In exceptional circumstances of unsatisfactory technical survey the company holds the right to cancel the contract and in such event a detailed explanation as to what extreme circumstances were encountered will be given in writing. Thereon this contract will be invalid and void and the company will refund all the money paid to the company.
 - b) The technical department have the sole responsibility for the exact technical specification of the system. The company also withhold the right to substitute any technical components with similar components or superior quality without notification which will not have any affect on the performance or operation of the good.
 - c) The performance levels quoted by the company or its representatives are for illustration and are based upon the average performance that is expected by the product in a typical weather condition and does not guarantee specific performance. The company cannot guarantee the performance of any of its system because the system performance is fully dependent on the climatic conditions that can vary greatly and are beyond companies' control. Once the company has completed the installation and have instructed the customer on the system thereafter if any of the system settings are altered which may have an adverse impact on the performance and for this companies cannot be held responsible.
 - d) The solar assisted heat pump system will work for 24 hours a day to provide customer with hot water but even the advanced technology cannot guarantee availability of hot water instantly and constantly. The renewable element used for heating may take longer than the electric element and hot water availability may be usage dependent which is normal practice. As the exact time taken is ambient temperature humidity or other variables
3. The customer shall grant permission to the company's representative to access their premises at all reasonable times for the purpose of technical assessment and carry out the job detailed in the contract and the subsequent remedial work if it is required
4. This contract is for the supply and installation of the items described overleaf only.
5. The installation date even if mentioned in the contract but it is only an estimated date. The company will make all reasonable efforts to carry out the installation on the date mentioned or agreed upon. However, the company shall not be liable for any delays in the completion because of the delays caused by situations beyond the reasonable control of the company including but not limited to fire, flood, inclement weather, civil disturbance, strike action by others, criminal actions or civil wars or planning delays. To carry out the installation as efficiently as possible, the company may also use sub contractors.
6. No compensation will be paid out to the customer if the company is unable to complete the installation job during the appointment. However, company will finish the installation job at a further appointment and this will be done at no extra cost.
7. The price of the product does not include of removing or disposing of any dangerous

waste materials such as asbestos, which the company becomes aware of at or during the work. The customer can call a specialist contractor to remove this dangerous material or the company might be able to arrange for them but that will be subject of extra cost which will be agreed with the customer beforehand. When asbestos is removed customer will have to produce a 'site clearance for reoccupation' certificate which customer can get from the asbestos removal company, before we continue work at the property

8. If the company new product and equipment need to be installed with a customer's existing products or systems than the company bears no responsibility for the cost of repairing or replacing parts of your existing cylinders/ systems which later might develop a fault. Unless the company have been negligent in not realising that the damage or fault caused to the existing system is caused due to the work that company did. Further, company won't be responsible if central heating system does not work to your satisfaction because of the inadequate water supply or because water pressure varies.

9.

a) The price quoted by the company to the customer is based upon the belief that customer would make the payment once the work is completed. Accordingly company relies on the customers to pay the whole balance once the customer has been notified about the completion of the job. Against in an unlikely event of an alleged defect customers are only entitled to withhold proportionate amount of the sum due to the company.

b) The company's personal are authorized to receive cheques in favour of Arkaya Energy Ltd only.

c) All the goods are still the property of the company until the balance is paid and all the dues are cleared.

d) In the event of the part of the payment being still unpaid after 5 days 2% of the outstanding amount will be added monthly or part thereof.

10. In an unlikely event of a defect occurring due to workmanship or the faulty material, the customer should contact the company promptly and the company thereafter will arrange for the defects to be rectified in line with the legal rights. Although this does not extend to

a) Damage or faults due to an accident, misuse or neglect by the customer.

b) Damaged caused due to the work carried out by personnel other than the one of the companies.

11. a) The product comes with a 5 year warranty itself. This does not have any affect on your statutory rights.

b) The company also provides one year warranty on the installation of the product during which time call outs are free of charge. After this warranty period any visits will be charged up front with accordance to the rate charged at the time. Although the customer will be reimbursed if company is found to be liable for the defect.

c) During this guarantee period company will repair/ or replace any faulty parts without any extra cost to the customer. The decision is companies whether the faulty parts should be replaced or repaired.

d) In order for your system to work at efficient level of 100% efficiency you may need to get your vented and unvented storage serviced annually. The failure in doing so will invalidate your warranty and may affect performance of the product. You should check manufacturer's warranty for their service recommendation.

e) The guarantee is pass to the legal owner of the house once you sell your house.