

TERMS & CONDITIONS EPC-WORLD LTD

You have agreed for your property to be assessed for a **Gas Safety Check and/or Boiler Service**. This contract sets out the Terms and Conditions for this.

The Letting Protection Services uses EPC-World, a specialist provider of Gas Safety Certificates and Boiler Servicing. A named Gas Safe registered engineer will be appointed to your contract.

Your payment details will be taken at the point of order. From point of order the customer will have a 7 day cancellation period. After this time your payment will be processed and non-refundable.

The assessment may take up to two hours and the engineer will require access to all gas appliances to be inspected (up to three are covered under this purchase).

The Gas Safety Check will provide a thorough testing of the nominated appliances.

The Boiler Service is specifically for a single boiler.

PROPERTY ACCESS

If access to the property is not possible at the agreed time, then EPC-World reserve the right to not carry out the check/service. It can be rescheduled at a more convenient time. **If our engineer is prevented from entering the property either because of a failure of the landlord to provide access or by aborting the instruction less than 4 hours before the scheduled appointment a fee of £ 30.00 will be raised.**

EPC -World will not undertake inspections when only a minor is the person in the house, if the building is in a dangerous state of disrepair or if dogs are freely roaming the grounds.

WORKING TO QUALIFIED PARAMETERS

All of our engineers are qualified Gas Safe engineers and as such they are qualified to undertake a Gas Safety Check and/or Boiler Service. All engineers carry public liability insurance to the value of £2,000,000. Our engineers cannot and will not give advice on structural issues, maintenance issues or financial factors.

If you have any specific queries outside our remit we will endeavour to find a suitably qualified person who may be able to assist with your enquiries.

CERTIFICATE FAILURE

If an appliance fails the Gas Safety Check it will be isolated from the gas supply and capped off. A warning certificate and label will be issued. If the mains supply is deemed dangerous then the whole supply to the property will be shut down.

In the event of this occurrence the Gas Safety Certificate will reference the reasons for this capping off, and EPC-World will offer a quotation for repair or replacement.

CERTIFICATE PASS

Once the assessment has taken place, the Gas Safety Certificate, if passed, will be forwarded to the Landlord. The Tenant's copy of the Gas Safety Check will be left on the premises.

If you are not satisfied with any aspects of the report you should put your complaint in writing to Mark Garry at EPC-World and he will reply to the letter within 14 days. A full complaints procedure is available upon request.

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