

General Terms and Conditions

Installation

Our terms and conditions set out what is included within your standard installation and what happens if we need to quote for extra works.

If issues arise on the day of installation outside of our control, we will notify you and provide you with a resolution that details any relevant costs, if applicable.

We of course do a survey to minimise such situations, however if you know of any reason why we may not be able to complete your installation on the day, please inform us.

Standard Installation:

myEVCP's standard installation package for the Wall-pod covers the majority of homes in the UK and includes the following:

- ✓ Fitment of a Wall-Pod to a suitable permanent structure, usually a brick wall or similar.
- ✓ Routing of the cable through a drilled hole in a wall up to 500mm (20 inches) thick, if necessary.
- ✓ Up to 15 metres (50 feet) of cable, neatly run and clipped to the wall between the electricity meter/distribution board and the Charging Point.
- ✓ Up to 3 metres (10 feet) of plastic conduit to conceal interior wiring.
- ✓ Fitment and testing of electrical connections and protections required for the Charging Point.
- ✓ An additional three way consumer unit, if required.
- ✓ Installation of a Type C MCB and a Type A RCD in an RCBO enclosure.
- ✓ An earth rod in soft ground, if required.

Conditions and limitations which should be identified by our initial survey:

- ✓ The Charge Point must be located in your designated off-street parking area and be fixed at a height where it can't be hit by a vehicle.
- ✓ We can't fix the cable higher than 1.8 metres (6 feet) above the ground. If fixing higher then this is unavoidable then the installation may need to be paused - in that case we will quote for any extra work needed.
- ✓ We can't, as part of the standard package, carry out ground works to run cables underground. If groundworks are required we will identify this at survey and arrange quotes for the relevant works.
- ✓ When you are using your charger, the EV charging lead must remain on your property and must not create a trip hazard for you or anyone else.
- ✓ If you have purchased a freestanding pedestal for a Charge Point, please be aware that there may be an additional cost for installing this and should be detailed in your quote after survey.

What happens if we find that your existing wiring isn't up to scratch:

- ✓ This is our main reason why myEVCP carry out a site survey, unlike many of our competitors. Our survey will not only check that your electricity supply is adequate for the charging unit you are interested in, but we will also check your existing board to make sure it is safe for us to carry out the installation.
- ✓ myEVCP follows the most current BS7671 Standard Regulations and NICEIC guidelines on Electric Vehicle installations.
- ✓ If we can't install in line with these rules then your installation will be paused and we will quote for the work needed to meet the required standards.
- ✓ If the existing electrical arrangements at the property are not in line with these rules or there is something else that makes it unsafe for us to install then we will quote for the work needed to meet the required standards.

Timing:

A standard installation usually takes approximately three hours. If we can't complete the installation on the day because of supply related problems, or unexpected extra works, we will reschedule an installation date once the additional works have been completed. We will of course provide you with a quotation for any works required that we can assist with.

Additional works:

- ✓ All quotations supplied are provided on a no obligation basis and are valid for 90 days.
- ✓ We will notify you if we suspect that the installation will not comply with the OLEV grant requirements (see OLEV terms and conditions below) and your installation will be paused. Should we be able to overcome any issues, we will present your case to the government, which we can then pass on to the DVLA/OLEV for pre-approval. Should myEVCP receive approval to proceed, we will confirm a new installation date with you.
- ✓ The owner/customer needs to be present on site for the entire duration of the installation.

3 year hardware warranty:

myEVCP home charging points are covered by a comprehensive manufacturer 36 month warranty. Any hardware failure should be promptly reported directly to myEVCP.

Please quote the serial number, the date of installation and a brief description of the fault. Our team will then investigate your query, to include a site visit if necessary. Please ensure that no one tampers, opens or modifies the unit(s) as this will void the warranty of the charging unit.

Limitation of liability:

myEVCP does not accept liability for any loss, costs or consequential damage due to the use and/or misuse of our hardware or software products, except where this is caused by our negligence.

myEVCP does not accept any liability for any loss, costs or consequential damage due to the aborted installation of a home charging point where it is not safe or practical to install. This includes, but is not limited to issues related to land ownership or power which can't be assessed prior to install. In these circumstances we will provide a full refund of all money paid to us (myEVCP) in respect of the planned installation, unless you (the customer) withheld any key information from us. Our liability for any other losses won't exceed the amount we charge you for your install, except for our liability for personal injury or death caused by our negligence and anything else where our liability can't be limited by law.

You (the customer) are liable for any costs incurred due to the supply of false, inaccurate or incomplete information to us (myEVCP) in relation to the OLEV and EST home charge grants or any other of the services we offer.

Home Charge Grant for Electric Car Charging:

The Office for Low Emission Vehicles (OLEV) provides a grant for EV drivers to have a Wall-Pod installed at their home. myEVCP will process and manage the application in order to claim the grant for you.

If you have applied the OLEV EVHS grant to your order but don't provide completed documentation to myEVCP then we will delay your installation date until you've provided this.

If we haven't received your completed documentation within 90 days of the date of payment, we will be permitted to cancel your installation. If we do this then we'll be entitled to charge you a £60 administration charge plus any additional costs we've incurred in dealing with your order up to the time it's cancelled. Where we can, we'll take this from the payment you've already made for your order, and then give you a refund for any excess amount. The £60 initial survey charge will also be withheld.

Summary of some key points regarding the OLEV terms and conditions:

- ✓ Residents must provide evidence of being the registered keeper or lessee, or be named as the primary user of an eligible EV or plug-in vehicle in order to be able to claim the grant.
- ✓ Only one claim per vehicle can be made, even if you own more than one home. However, a single customer can claim one charging point per vehicle, for up to two vehicles.
- ✓ A list of qualifying electric vehicles is maintained at: <https://www.gov.uk/gov...>
- ✓ The grant is only applicable for residential addresses with designated private off-street parking.
- ✓ If you are not the property owner and freeholder of the building, signed written permission and a proof of address from the appropriate owner or management company must be obtained prior to installation of the Charging Point.
- ✓ Any area where the installation of a Charging Point may affect another property owner, written permission and a proof of address from the appropriate owners must be obtained prior to installation of the Charging Point.
- ✓ Consent from the local planning authority will be required if your property is listed. We will require this before an installation can take place.
- ✓ Full details of the grant terms and conditions are available here: <https://www.gov.uk/government/...>
- ✓ Customers who require additional information, or have any queries on the grant process should contact OLEV directly on: chargepoint.grants@olev.gsi.gov.uk

Waste of electronic and electrical equipment:

myEVCP are compliant with the WEEE (Waste of electronic and electrical equipment) regulations.

Local Network Conditions

The charging rate of your charging unit is ultimately determined by your local network conditions, for example how much power is available at the location where it is installed.

These local network conditions vary continuously due to the local electrical load and also as a result of local generation. If at any time there is not enough power available to charge at the maximum rate your charger is capable of, it may be temporarily restricted to a lower charging rate until the local conditions improve.

Local network conditions are not under myEVCP's control and therefore myEVCP does not guarantee any particular power output or availability period in relation to your charging unit and accepts no liability or responsibility arising from this issue.