



TERMS OF SERVICE

These are the terms and conditions on which we supply the EV Maintenance subscription services provided by Energise Energy Solutions.

It is important that you read and understand these terms and conditions before you submit your order to us. These terms tell you how we will provide the services to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

We may vary or update these terms from time to time but will provide you with at least 30 days' notice via email before we make any changes which are likely to be of material detriment to you (in our reasonable opinion). This gives you the opportunity to review the changes before they become effective.

- ORDERING
- WHAT'S INCLUDED
- WARRANTY
- CONSUMER CANCELLATION RIGHTS
- OUR RIGHTS
- MONTHLY PAYMENT PLAN
- CHANGES TO PRICE
- HOW WE USE YOUR INFORMATION

1. ORDERING

Your policy will be processed within xx hours after your direct debit agreement has been authorised (Monday – Friday) Orders placed on the weekend will be processed within the 48 hours starting from the next working day.

2. WHAT'S INCLUDED

Product term 12 Month Subscription Product Cost £175 annual or £15.99 per month (12 month contract). Prices are shown per socket			Monthly Subscription fee	One upfront payment
			£15.99	£175 (Save £15.99)
<ul style="list-style-type: none"> • Annual Test & Inspection • Update EVCP to latest software version (where applicable) • Assistance with app user interface • Reconnect EVCP to Wi-Fi when new routers have been installed • Review fault log history (where applicable) and diagnose issues where possible • Check the IP ratings have been maintained and not failed due to wear and tear allowing water ingress • Ensure load management is correctly set and still operational • Confirm connectivity of EVCP • Functional check of EVCP operation • Replace failed components external of the EVCP • Checks to External EV charger safety devices are operating within the required time frames • Check Circuit safety devices operating as required • Simulate various faults to ensure correct operation of internal EVCP protection devices • Check all connections have remained tightened to the required torque settings as required by manufacturer • Assistance with additional charger or accessories 	1 annual test and inspection per 12 months.	FREE	✓	✓

Customer Query Support [via video call or telephone] Access between the hours of 8.00-17.00pm, Monday – Friday.	Unlimited	FREE	✓	✓
Expert Technical Support via video call or telephone. Monday – Friday: 8.00am- 17.00pm	Unlimited	FREE	✓	✓
Urgent Expert EV Site Visits within 48 business hours (08.00- 17.00) Monday – Friday (excluding Bank Holidays) 1 hour call out window.	Unlimited	FREE* *Dependant on the call out costs may vary if extra works are required.	✓	✓
Call out for 3 rd party damage (excluding Bank Holidays)	Unlimited	Fee + hourly rate = £200 for the 1 st hour + £65/hr thereafter	✓	✓

Product term :36 Month Subscription Product Cost £480 annual or £14.99 per month (36 month contract). Prices are shown per socket			Monthly Subscription fee	One upfront payment
			£14.99	£480 Save £59.64 (4 MONTHS FREE)
<ul style="list-style-type: none"> • Annual Test & Inspection • What's included: Clean • Update EVCP to latest software version (where applicable) • Assistance with app user interface • Reconnect EVCP to Wi-Fi when new routers have been installed • Review fault log history (where applicable) and diagnose issues where possible • Check the IP ratings have been maintained and not failed due to wear and tear allowing water ingress • Ensure load management is correctly set and still operational • Confirm connectivity of EVCP • Functional check of EVCP operation 	1 annual test and inspection per 12 months. Will take place	FREE	✓	✓

<ul style="list-style-type: none"> • Replace failed components external of the EVCP • Checks to External EV charger safety devices are operating withing the required time frames • Check Circuit safety devices operating as required • Simulate various faults to ensure correct operation of internal EVCP protection devices • Check all connections have remained tightened to the required torque settings as required by manufacturer <p>Assistance with additional charger or accessories</p>				
Customer Query Support [via video call or telephone] Access between the hours of 8.00-17.00pm, Monday – Friday.	Unlimited	FREE	✓	✓
Expert Technical Support via video call or telephone. Monday – Friday: 8.00am-17.00pm	Unlimited	FREE	✓	✓
Urgent Expert EV Site Visits within 48 business hours (08.00-17.00) Monday – Friday (excluding Bank Holidays) 1 hour call out window.	Unlimited	FREE* *Dependant on the call out costs may vary if extra works are required.	✓	✓
Call out for 3 rd party damage (excluding Bank Holidays)	Unlimited	Fee + hourly rate = £200 for the 1 st hour + £65/hr thereafter	✓	✓
£100 contribution to wear and tear	Claimed once after 12 months of policy	FREE	✓	✓

3. WARRANTY

The warranty is between the end user and the charge point manufacturer. Vandalism, misuse, or abuses are excluded from the warranty service. We encourage you to register your Charging Product with the manufacturer of the charger.

4. CONSUMER CANCELLATION RIGHTS

The Maintenance Package holder has the statutory right to cancel this policy within 14 days from the day of purchase or renewal of the contract.

5. OUR RIGHTS

We may cancel this policy where there is a valid reason, for example where:

- you have not paid your premium (including non-payment of instalments under an Energise Energy monthly payment facility).
- If instalment payment(s) are not paid when due we will write to the principal policyholder requesting payment by a specific date.
- We will give you at least 14 days' notice in writing if we intend to cancel due to non-payment.

If we receive payment by the date set out in the letter we will take no further action.

If we do not receive payment by this date, we will cancel the Maintenance Package from the cancellation date shown on the letter.

6. MONTHLY PAYMENT PLAN

We will charge you a month in advance for the services until the end of your subscription. The first amount will be charged once we notify you that your plan has started. Payment of our charges shall be made by credit agreement as authorised by you.

The principal policyholder must make the regular monthly payments as required in the credit agreement.

If the principal policyholder does not do this, we may cancel this policy as set out under 'CONSUMER CANCELLATION RIGHTS'

Please submit any questions you have about these terms or an order you have placed or ordering in general, or any complaint or concern in relation to any Product ordered by email to sales@energise.energy or call: 0330 094 5101

7. CHANGES TO PRICE

We may increase our fees under this contract at any time, for example if this is because of factors outside of our control. We will notify you of this and you can cancel this contract by giving us 14-days' notice in accordance with the cancellation process set out in Consumer Cancellation Rights above. We will not charge you for the increase in price during the notice period and you will not need to pay any fees for administration (£38).

8 . HOW WE USE YOUR INFORMATION

We will collect information about how you use our Services and third party services you use in conjunction with our Services, including for example your location, to enhance your overall experience with us and make it more relevant to you. We may use and analyse your personal details to help us run your Service(s) and account, including for credit checking and fraud prevention. We may share and combine that data and your information with carefully selected third parties for all those same reasons. Your information is treated in accordance with our Privacy Policy, which can be viewed here: <https://www.energise.energy/privacy-policy/>