



## TERMS OF SERVICE

These are the terms and conditions on which we supply the Breezy Charge 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**
- **FAULTS**
- **OWNERSHIP**
- **CONSUMER CANCELLATION RIGHTS**
- **CANCELLING YOUR SUBSCRIPTION**
- **OUR RIGHTS**
- **MONTHLY PAYMENT PLAN**
- **CHANGES TO PRICE**
- **HOW WE USE YOUR INFORMATION**

### 1. ORDERING

Your policy will be processed within 48 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: Ongoing Subscription Cancellation period notice: 30 Days Prices are shown per socket	Monthly Subscription fee £39.99
• Easee One Smart Charger – Black Other colours are available at additional charge of £45	✓

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 <sup>rd</sup> party damage (excluding Bank Holidays)	Unlimited Fee + hourly rate = £200 for the 1 <sup>st</sup> hour + £65/hr thereafter	✓

### 3. WARRANTY

The warranty is between the Energise Energy solutions and the charge point manufacturer. Upon service and if a fault is found we will claim under the manufacturer's warranty. Vandalism, misuse, or abuses are excluded from the warranty service.

### 4. FAULTS

If damaged, there is a removal and installation charge of £125+VAT. Monthly payments remain the same and times for cancellation as set out in '**WHAT'S INCLUDED**' and '**CANCELLING YOUR SUBSCRIPTION**'.

### 5. OWNERSHIP

The charge point remains the property of Energise solutions – You are responsible for the correct usage by yourself and other.

### 6. CONSUMER CANCELLATION RIGHTS

You have the statutory right to cancel this policy within 14 days from the day of purchase or renewal of the contract.

### 7. CANCELLING YOUR SUBSCRIPTION

You can cancel your Breezy Charge subscription at any time. Please give us 30 days' notice if you intend to cancel. There is a removal charge depends on the length of your contract and is payable prior to removal, and at time of request, you are responsible for cancelling your Direct Debit with your bank.

Length of subscription	Cancellation and removal fee
0 – 3 Months	£750
4 – 9 Months	£500
10 – 12 Months	£250
12+	£125

### 8. 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 Subscription from the cancellation date shown on the letter and follow the terms as set in CANCELLING YOUR SUBSCRIPTION. The charger may be deactivated remotely and will then be removed.

## **9. MONTHLY PAYMENT PLAN**

You will be charged an ongoing monthly payment in advance for the 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](mailto:sales@energise.energy) or call: 0330 094 5101

## **10. 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).

## **11. 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/>