

Terms and Conditions

These terms and conditions govern the engagement between EDC Energy Solutions and the client requesting a Domestic Energy Assessment (DEA) for a domestic property. By scheduling a DEA assessment, you agree to the following terms:

Scope of Services

The Domestic Energy Assessor (DEA) will conduct assessments and issue Energy Performance Certificates (EPCs) for domestic properties in accordance with relevant laws and regulations.

Appointment and Access

Property owners or their authorised representatives shall provide access to the premises for assessment at the scheduled time. The DEA will require access to all internal and external areas, loft, heating systems, gas & electric meter. Failure to grant access may result in a rescheduled appointment and additional charges.

Accuracy and Liability

While the DEA aims for accuracy, the assessment results and recommendations provided in the EPC are based on data available during the assessment and do not guarantee future energy performance. The DEA holds no liability for any changes in property condition or energy efficiency post-assessment.

Payment Terms

Fees for assessment and EPC issuance shall be agreed upon beforehand and are payable upon completion of the assessment or before. Additional charges may apply for cancellations or rescheduled appointments.

Confidentiality

All information obtained during the assessment will be treated confidentially and used solely for the purpose of generating the Energy Performance Certificate. Disclosure of assessment details to third parties will occur only with explicit consent or as required by law.

Conflict of Interests

Any conflicts of interest will be disclosed to the client immediately and managed appropriately to ensure impartiality and objectivity in the assessment.

Cancellation and Rescheduling

Requests for cancellation or rescheduling must be communicated 48 hours before the scheduled appointment. Failure to do so may result in a cancellation fee of £25.00.

Compliance with Regulations

The DEA will conduct assessments in compliance with local laws, regulations, and industry standards governing energy performance certifications for domestic properties.

Client Acceptance

By engaging the services of the DEA, the client acknowledges having read, understood, and agreed to these terms and conditions.