

# Terms and Conditions

## Your installation

### What's included within a standard installation...

- The supply and installation of your new charging unit onto a brick or plastered wall, or to another suitable permanent structure
- Up to 10 metres of SWA cable (external grade), run and neatly clipped to the wall between the electricity supply meter / distribution board and the charging unit.
- Routing of the cable through a drilled hole in a standard brick wall up to 300mm thick, if this is needed.
- The fitting and testing and certification of electrical connections and protections required for the charging unit.
- Installation of an MCB into an existing consumer unit.

### What's not included...

- If there is no spare way in your consumer unit or it is not on or near an external wall, we may have to install an additional sub consumer unit at a cost of £50 (Inc VAT).
- If load management is required, we will have to upgrade your cable to an EV ultra at the cost of £30 for 10 metres.
- If your cable run exceeds 10m, the additional cable will be charged at £4 per meter up to 25m, and £6 per meter if the run is more than 25m.

**Please Note - It is incredibly important that you provide us with an accurate cable meterage, otherwise your engineer may arrive with not enough cable which will mean an abortive visit.**

### Some conditions and limitations that you need to know:

- The charging unit must be in your designated off-street parking area and be fixed at a height where it can't be hit by a vehicle. No higher than 1200mm and no lower than 750mm
- We can't fix the cable higher than 1.8 metres (6 feet) above the ground.
- We can't, as part of the standard package, trench the cable underground or suspend it above ground - if something like this is required, please talk to us so that we can give you a quote in advance. If we find out on the day that we must cross a garden or a pathway we may need to pause the job and quote for the extra work needed to trench the cable.
- 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.
- We can't run cable under floorboards or through ducting / ceiling voids / wall voids without a draw cord (to pull the cable through), or if the floorboards have not been lifted. We can't take responsibility for reinstating flooring or other building materials after the cable has been laid.
- Our experts are not able to work in crawl spaces, on roofs or in lofts if it is deemed unsafe by them.

- Our engineers are equipped with high quality PPE. In the unlikely the event of extreme weather (i.e. intense rain or flooding) and if it is not safe to carry on, our expert will do as much as they can, and we will return at a later date.
- If you have purchased a freestanding mount for the charging unit to be fitted on, please be aware that there may be an additional cost for installing this.

### **Additional works:**

Please be advised that in most cases that the installation standards within the properties are suitable, however in the rare cases that they're not. Remedial works must be taken at additional cost. This is to ensure that every installation completed by The Car Charge People is fully compliant and safe.

- If required, your installation project manager or TCCP engineer will detail required works and provide a no obligation quotation for these services. Quotations are valid for a period of 90 days once issued.
- If the additional works are minor (less than 2 hours additional works) and can be completed on the day, you will be eligible for discount if you decide to pay and proceed on the day.
- If it is determined that an installation cannot be completed on the day, TCCP will quote for additional works, and a new installation date will be given once payment has been made. Please allow up to 10 working days for a new installation date.
- If your engineer suspects that the installation will not comply with the OZEV grant requirements (see OZEV terms and conditions below), your installation will be paused. Should you disagree with that assessment, you will be given an opportunity to contest this by providing The Car Charge People with information to state your case to the government, which we can then pass on to the DVLA/OZEV for pre-approval. Should The Car Charge People receive approval to proceed, a new installation date will be given, please allow up to 10 working days for a new installation date.
- The owner/customer or a responsible adult of the age of 18 years or over needs to be present on site for the entire duration of the install.

### **Limitation of liability:**

In no event will The Car Charge People accept any 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.

In no event will The Car Charge People accept any liability for any loss, costs or consequential damage due to the aborted installation of a home charge point where it is not safe or practical to install.

This includes, but isn't 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 The Car Charge People, 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 The Car Charge People in relation to the OLEV and EST home charge grants or any other of the services we offer.

### **Summary of OZEV 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/plug-in-car...>
- 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 unit
- Any area where the installation of a charging unit 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 unit.
- If you are the property owner and freeholder of a listed building, The Car Charge People requires listed consent from the local planning authority 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 OZEV directly on:  
[chargepoint.grants@olev.gsi.gov.uk](mailto:chargepoint.grants@olev.gsi.gov.uk)**