



Customer Warranty for Installation Services (Workmanship Warranty)

The Warranty sets out the terms upon which EcologicLiving Ltd offers warranty cover for the Products supplied by it to its Customers, and for the installation services provided by EcologicLiving Ltd Registered Installers. Terms defined in EcologicLiving Ltd's Terms and Conditions bear the same meaning when used in this warranty. Your attention is drawn to EcologicLiving Ltd's Terms and Conditions, which includes provisions relevant to the warranty set out below.

1. Installation services (workmanship warranty)

1.1 EcologicLiving Ltd warrants to you that the Installation Services will be performed by the appropriately qualified and trained EcologicLiving Ltd Registered installers using reasonable care and skill, to such high standard of quality as it is reasonable for you to expect.

1.2 The Warranty Period for the Installation Services shall be one year from completion of the Installation Services.

1.3 This workmanship warranty covers installation services only. Products and parts are covered by their individual manufacturers warranty as applicable.

2. Remedial Action

2.1 If you make a valid claim about our service in accordance with EcologicLiving Ltd's Terms and Conditions, EcologicLiving Ltd may arrange for the relevant Products to be reinstalled by one of EcologicLiving Ltd's Registered or approved Installers or refund to the customer the charge for the relevant part of the

Installation Service (or a proportionate part of such charge).

3. Exceptions

3.1 This Warranty will only apply:

3.2 If the Product has been installed by an EcologicLiving Ltd Registered Installer and has been **properly used and maintained** throughout the Warranty Period in line with manufacturers instructions.

3.3 If you have informed EcologicLiving Ltd of the alleged defect within the Warranty Period and within a reasonable period of discovery.

4. General conditions

4.1 You will promptly provide all information and support (including access to site and services) reasonably necessary to enable EcologicLiving Ltd to evaluate any alleged defect and to perform its obligations under this Warranty.

4.2 You agree that all premises, plant, power, fuel support services and other inputs that you provide for the installation and use of the

Products are reasonable, are fit for purpose and will be properly used and provided.

5. Expertise

5.1 Any dispute as to whether a defect is covered by this warranty shall be immediately referred at the request of either party to the REAL Assurance Scheme (REAL) Conciliation Service as detailed in 9.2 of the REAL Consumer Code (applicable to non-commercial installations).

6. Third Party Rights

6.1 When EcologicLiving Ltd has installed a system in a property that is sold within the Warranty Period the warranty will pass to the new legal owner of the property. It may not be transferred to or exercised by any third party.

7. Law

7.1 This warranty is governed by English law and the English courts or by the law and the courts governing where your property is if this is outside England or Wales.

8. Manufacturer's Product Warranty

8.1 Most Products supplied by EcologicLiving Ltd come with the benefit of a manufacturer's product guarantee. Where a claim in respect of any of the Products is notified to EcologicLiving

Ltd by you in accordance with the EcologicLiving Ltd's Terms and Conditions, EcologicLiving Ltd will liaise with the manufacturer and use all reasonable endeavours to secure a replacement of the Product (or the part in question) or a refund of the price of the Product or a proportionate part of the price).

9. Insurance Backed Warranty (non-commercial installations only)

9.1 When EcologicLiving Ltd register your contract under the REAL Deposit and Advanced Payment Insurance Scheme the insurance provider will give you the opportunity to purchase an insurance policy to cover the workmanship warranty provided by EcologicLiving Ltd. In the event that EcologicLiving Ltd falls into receivership, administration, or bankruptcy during the term of the guarantee the insurance policy will ensure that the guarantee will be honoured for the same period as described in 1.2 above.

9.2 In the event that a claim is necessary the policy holder should contact the policy provider directly either by post at Quality Assurance National Warranties, 37 Carrick Street, Ayr, KA7 1NS, or by telephone 01292 268020. For more information about the Insurance Backed Warranty see here: <https://real,qanw.co.uk/consumer-IBG-faqs.php>