

New Oil Boiler

Boiler Installations/Boiler Replacements through BoilerJuice.com are arranged by Hassle Free Boilers whose registered company number is 8357963 and is a subsidiary of Ecovision (Group) Limited

Definitions and Interpretation

The following definitions, unless the context requires otherwise, apply to these Conditions:

"we", "our" or "us": means BoilerJuice Ltd, a company registered in England and Wales under company number 5345637, with its registered office at LDH House, St. Ives Business Park, Parsons Green, St. Ives, Cambs PE27 4AA.

"you" or "your": the person, company or other type of organisation that obtains a quote for a new boiler replacement/installation;

'Customer' means - person, persons, companies or other organisations using the Services of the Company in order to be introduced to and/or use the services of Hassle Free Boilers;

"Hassle Free Boilers" means the website at www.hasslefreeboilers.com, and the services which are (from time to time) accessible at our website;

"Conditions": means these Terms & Conditions;

"Supplier": means the Company Hassle Free Boilers or the engineer working on behalf of the Supplier that enters into a Contract with you to provide the Service;

"Supplier Conditions" means the terms on which the relevant Supplier will supply the Service to you;

1. Introduction Service: Boiler Replacement/Installation

1.1 You can use BoilerJuice.com to obtain free, no obligation quotes for a new boiler installation / replacement boiler. These Services are not provided by us or on behalf of us but are provided by third parties over whom we do not have any control in accordance with our [privacy policy](#). BoilerJuice Ltd does not recommend or endorse any specific Supplier. It is your responsibility to satisfy yourself that you wish to obtain the Service before doing so.

1.2 If you wish to proceed with purchasing a new boiler using the Supplier introduced via the website, details of your request will be passed to the Supplier who will contact you and make arrangements to discuss your requirements.

1.3 If you wish to proceed with the purchase of a new boiler/boiler installation by the Supplier, you will be contracting with them on the basis of their terms and conditions. It is your responsibility to ensure that you understand and agree with those terms and conditions before entering into a contract to obtain that Service. We are not responsible for any loss or damage you may suffer or incur in connection with the terms and conditions or for any acts, omissions, errors or defaults of any third party in connection with those terms and conditions or the provision of the Services. We do not vet or inspect the relevant Service providers other than to validate their Company and in this regard we operate akin to a directory. It is your responsibility to satisfy yourself that you are happy for the Supplier to carry out your requirements. It is recommended that prior to the installation being carried out, you ask the engineer to provide you with his identity card and valid registration with either Oftec or GasSafe.

1.4 We cannot accept liability for any issues arising from any charges incurred by you in connection with the Services of the Supplier.

1.5 You will pay the Supplier directly. No payment details will be requested from us at any time on behalf of the Supplier. We merely provide an introductory service and we receive a fee from the relevant Supplier for facilitating the introduction to you.

1.6 For the avoidance of doubt the responsibility for all aspects of quality and safety of the new Boiler/Boiler Installation lies with the Supplier and not with us. Any questions or complaints should be raised directly with the Supplier.

2. General

2.1 Written Communications

Applicable laws require that some of the information or communications we send to members should be in writing. When using BoilerJuice, you accept that communications with us will be mainly electronic. We will contact you by e-mail or provide you with information by posting notices on BoilerJuice.com. For contractual purposes, you agree to this electronic means of communication and acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your legal rights.

2.2 Notices All notices given by you to us must be given to BoilerJuice Ltd at customer.services@boilerjuice.com or BoilerJuice Limited, LDH House, St. Ives Business Park, Parsons Green, St. Ives, Cambs PE27 4AA. We may give notice to you at the email address provided to us when requesting a Service. Notice will be deemed received and properly served immediately when posted on Boilerjuice.com, 24 hours after an e-mail is sent and in the case of an e-mail, that such e-mail was sent to the specified e-mail address of the addressee.

2.3 Events outside the control of BoilerJuice.com

2.3.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that are caused by events outside our reasonable control (each a "Force Majeure Event").

2.3.2 A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our reasonable control and includes in particular (without limitation) the following:

- (a) strikes, lock-outs or other industrial action;
- (b) civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war;
- (c) fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;
- (d) impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport;
- (e) impossibility of the use of public or private telecommunications networks; and
- (f) the acts, decrees, legislation, regulations or restrictions of any government.

2.3.3 Our performance under any contract is deemed to be suspended for the period that the Force Majeure Event continues, and we will have an extension of time for performance for the duration of that period. We will use our reasonable endeavours to bring the Force Majeure Event

to a close or to find a solution by which its obligations under the contract may be performed despite the Force Majeure Event.