

Terms and Conditions relating to installation services

1. This page sets out the terms and conditions between you and Energenie relating to the installation services offered via our website.
2. Installation services are provided by our network of third party installation service providers (**Service Partners**).
3. Energenie does not guarantee that a Service Partner will be available in your area to provide the installation services.
4. By choosing the installation service option, you consent to Energenie exchanging information, including your personal information, with any suitably located Service Partner for the purpose of facilitating your introduction to such Service Partner.
5. On receipt of your contact details, the Service Partner will contact you directly to agree an installation schedule.
6. Once your information is shared with the Service Partner, use of such information will be governed by the Service Partner's privacy policy and not by Energenie's privacy documentation.
7. The terms and conditions relating to the installation services provided by a Service Partner will be governed by the contract entered into between you and the Service Partner and you should contact the Service Partner directly with any questions about the installation services provided by such Service Partner.
8. Accordingly, Energenie is not responsible for any installation services provided by a Service Partner or damage (including, without limitation, damage to your home) or other harm or loss arising from or relating to installation services provided by a Service Partner.
9. You acknowledge and agree that Energenie makes no representation or warranty about the quality or safety of any installation services provided by a Service Partner.
10. To the fullest extent possible under applicable law, Energenie hereby disclaims and you hereby discharge, waive and release Energenie from any claims, liabilities and damages arising out of or relating to your interaction with a Service Partner.
11. Where Energenie determines that a fault in an installed product is due to a defect and the product is under warranty pursuant to the [Energenie Guarantee](#) [link], Energenie will liaise with our service partner and organise a replacement product at the earliest convenience.