

Air Source Heat Pump Price Match Terms and Conditions (the “Terms and Conditions”)

Please read this document carefully as it sets out the terms of price matching for the installation of your air source heat pump.

By “we”, “us” or “our”, we mean EDF Energy Customers Limited as the provider of the services for your air source heat pump and CB Heating Limited as the MCS accredited provider of your air source heat pump installation. EDF Energy Customers Limited is a company registered in England & Wales with company number 02228297, having its registered address at 90 Whitfield Street, London, England, W1T 4EZ. CB Heating Limited is a company registered in England & Wales with company number 09885603, having its registered address at 85 Portland Street, First Floor, London, W1W 7LT.

1. If you have been provided with a quote for the installation of an air source heat pump by an alternative MCS-accredited provider, we will match the price you have been quoted by another provider subject to these Terms and Conditions.
2. The price you are quoted by us for an air source heat pump installation includes:
 - a. Heat loss assessment of your home
 - b. Survey of your home to assess potential air source heat pump options
 - c. Energy Performance Certificate (EPC) - if applicable
 - d. Design & specification of a heat pump solution
 - e. Supply and Delivery of Products & Materials which includes:
 - i. Daikin Air Source Heat Pump up to 18kW
 - ii. Hot water cylinder, ancillary items, and controls
 - iii. Heating and electrical connections and associated pipework & cabling
 - f. Installation of air source heat pump and all other system components
 - g. Handover & Commissioning – includes all associated paperwork, manuals, and guides
 - h. Microgeneration Certification Scheme (MCS) registration and all other administration including Boiler Upgrade Scheme (BUS) application
3. We will only match the price quoted by another provider on the basis that such provider is MCS accredited, a full quote has been provided by them, the quote provided is for a like-for-like installation and:
 - a. includes all of the elements listed above at Clause 2;
 - b. is for an air source heat pump of the same kW capacity;
 - c. is for a hot water cylinder of the same litre capacity; and
 - d. is for an air source heat pump manufactured by:
 - i. Daikin;
 - ii. Mitsubishi;
 - iii. Vaillant;
 - iv. Viessman; or
 - v. Nibe
4. We reserve the right to refuse a price match if:
 - a. we have assessed that the quote and/or design specification provided by another provider is not suitable for your home; and/or
 - b. we have assessed that the quote from another provider has not been given on a like-for-like basis.
5. Once you have accepted a quote provided by us for installation of your air source heat pump we will not match any additional quote from another provider.
6. We reserve the right to amend or withdraw this offer at any time.
7. Insofar as is permitted by law, we will not be liable for any costs or losses, regardless of cause and will not in any circumstances be responsible or liable to compensate you or accept any liability for any loss or damage, occurring as a result of any price matching.
8. These terms do not affect your statutory rights under the Consumer Rights Act 2015 (as amended) and any laws that replace it. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.

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9. We'll only use the information we collect from you in line with our Privacy Policy. You can find our Privacy Policy at <https://www.edfenergy.com/terms-conditions/privacy-cookie-policy>.
10. These Terms and Conditions shall be governed by the law of England and Wales, and the parties submit to the non-exclusive jurisdiction of the courts of England and Wales.