



The following service level agreement is between House Network Ltd and _____
in relation to the supply of Energy Performance Certificated (EPC's)

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Ordering process

The name and contact number(s) of the customer to be provided by you via email to orders@epcworld.co.uk which on receipt we shall acknowledge within 1 hour (during business hours of 9am – 6pm) to confirm our acceptance.

You can also place your order via your own dedicated online account at any time.

We shall attempt to contact the customer within 30 minutes of the confirmation of your email, if we cannot make contact with them you will be notified after the third attempt or at the latest within 24 working hours of the initial contact.

Confirmation

Once the date and time of the EPC has been agreed with the customer we shall email you confirmation within 1 hour (during business hours)

Timescale for EPC visit

The EPC visit will be carried out within 5 working days of instruction and contact with the customer.

Timescale for EPC delivery

The EPC will be delivered electronically in the form of a pdf document the day after the visit is carried out (during business hours)

Support

Full client support will be provided during business hours via a dedicated direct telephone contact number and dedicated direct email address.

Tracking

An online tracking facility will be available for you to view your EPC orders and their status.



Hosting

We shall host your EPC and it will remain available for 12 months after the delivery of the pdf version within your online account.

Price

The price per EPC will be charged at a fixed rate of £ for the duration of months provided we are your sole provider of EPC's.

Cancellation policy

This agreement can be terminated by either party providing 1 months' written notice following the completion of the agreed duration as stated above.