



Evacado EV Charger Sale T&C

Evacado EV Charger Sales & Installation Terms & Conditions

1. About These Terms

These Terms & Conditions apply to the sale of EV charging equipment by Evacado Ltd ("Evacado") and the arrangement of installation services carried out by independent subcontractors ("Installer"). Evacado supplies the charger and manages the booking, but the physical installation is performed by a subcontractor.

2. What You Are Buying

You are purchasing:

- The EV charger hardware and any accessories
- Optional installation arranged by Evacado but delivered by an independent Installer

Evacado is responsible for supplying the charger. The Installer is responsible for the installation work.

3. Independent Installer Status

Installation is carried out by a subcontractor, not an Evacado employee. This means:

- The Installer is solely responsible for the quality and safety of the installation
- The Installer must hold all required UK electrical qualifications
- The Installer must comply with BS 7671, Part P, IET Code of Practice, and DNO notification rules

Evacado works only with vetted, qualified Installers but does not supervise their work on-site.



4. Customer Responsibilities

You agree to:

- Provide accurate information during the survey or pre-installation checks
- Ensure safe access to the property on the installation day
- Obtain any permissions required (e.g., landlord approval, parking access)
- Confirm that your existing electrical supply is suitable for an EV charger

If additional work is required (e.g., fuseboard upgrades, groundworks), this may incur extra cost.

5. Installation Day

The Installer will:

- Arrive within the agreed time window
- Carry out the installation safely and professionally
- Test and commission the charger
- Provide any required certification after completion

If the Installer cannot complete the job due to inaccurate information or access issues, a revisit fee may apply.

6. Pricing & Payment

- All prices include VAT unless stated otherwise
- Payment for the charger and installation must be made before installation
- Additional works will be quoted separately and must be approved before proceeding

Evacado may update prices at any time, but confirmed orders are not affected.



7. Warranty

Charger Warranty (Manufacturer)

Your EV charger is covered by the manufacturer's 3 year warranty.

Installation Warranty (Installer)

The Installer provides a workmanship warranty for the installation. Any installation-related faults must be corrected by the Installer at their own cost.

Evacado will help coordinate communication but is not liable for installation defects.

8. Liability

Evacado is not responsible for:

- Damage caused by the Installer's work, conduct, or negligence
- Installation defects, wiring issues, or unsafe practices
- Any fines or enforcement actions resulting from the Installer's non-compliance
- Issues caused by inaccurate information provided by the customer

Evacado's liability is limited to the value of the charger hardware purchased.

The Installer is fully responsible for their own work and must hold valid public liability insurance.



9. Cancellations & Refunds

Before Installation

You may cancel your order before installation for a full refund, provided the charger has not been dispatched.

After Dispatch

If the charger has been dispatched, a refund will be issued once the charger is returned unused and in original packaging.

Installation Cancellation

If you cancel within 48 hours of the installation date, a cancellation fee may apply.

10. Returns

You may return unused chargers within 14 days. Installed chargers cannot be returned unless faulty.

Faulty chargers are covered under the manufacturer's warranty.

11. Access, Safety & Compliance

The Installer may refuse to carry out work if:

- The environment is unsafe
- Access is blocked
- The electrical supply is unsuitable

Any required remedial work will be quoted separately.



12. Data & Privacy

Evacado will use your information only for:

- Processing your order
- Arranging installation
- Providing aftercare

We do not share your data with third parties except the Installer for installation purposes.

13. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

14. Contact

Evacado Ltd Customer Support: admin@evacado.co.uk