

Website usage terms and conditions

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Aurora Property Assessments relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The term Aurora Property Assessments Ltd or 'us' or 'we' refers to the owner of the website whose registered office is [address]. Our company registration number is 7107944. The term 'you' refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.

- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

Price

1. We must receive payment in full for the price of the service before your order can be accepted. Once the payment has been received by us we will confirm that your order has been accepted by sending an email to you at the email address you provide in your order form. Our acceptance of your order brings into existence a legally binding contract between us.
2. The prices payable for the service that you order are as set out in our website.
3. Payment will be accepted by credit or debit card with an additional £2 charge for mastercard / via credit
4. In due course, we will send one of our personnel to the address to carry out the service.
5. Attendance of our personnel will be made within a reasonable period of time.
6. Time is not of the essence.
7. Some Assessment/EPC types do not require a visit.
8. Once an order has been made, the payment is non-refundable.
9. We reserve the right to cancel the contract between us if:
 - A. we have insufficient personnel to carry out your order;
 - B. our personnel do not work in your area; or
 - C. Your order was listed at an incorrect price due to a typographical error.
10. If we do cancel the contract we will notify you by email and we will either offer an alternative or re-credit to your account any sum deducted by us from your credit card as soon as

possible. We will not be obliged to offer any additional compensation for disappointment suffered or for any other reason.

Delivery and Performance

1. In due course, we will send one of our personnel or industry partners to the address to carry out the service.
2. Attendance of our personnel will be made within a reasonable period of time.
3. Time is not of the essence...

Cancellation by Us

1. Once an order has been made, the payment is non-refundable.

Cancellation by Us

1. We reserve the right to cancel the contract between us if:
 - A. we have insufficient personnel to carry out your order;
 - B. our personnel do not work in your area; or
 - C. Your order was listed at an incorrect price due to a typographical error.
2. If we do cancel the contract we will notify you by email and we will either offer an alternative or re-credit to your account any sum deducted by us from your credit card as soon as possible. We will not be obliged to offer any additional compensation for disappointment suffered or for any other reason.

Liability

1. The Energy Performance certificate (the "Certificate") which you obtain as a result of the visit from our personnel is marked on a standard scale and we are in no way liable for the grade awarded to your property in the Certificate.
2. Save as precluded by law, we will not be liable to you for any indirect or consequential loss, damage or expenses (including loss of profits, business or goodwill) howsoever arising out of any problem you notify to us under this condition and we shall

have no liability to pay any money to you by way of compensation.

3. Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

Notices

A notice under or in connection with these terms and conditions shall be in writing and shall be delivered personally or sent by post or by email, as follows:

If to Aurora Property Assessments Ltd, to:

Top Floor, 79 Nevill Avenue
Hove
East Sussex
Hove
BN3 7NB

If to you, to: the address supplied on the order by you.

Events beyond Our Control

We shall have no liability to you for any failure to deliver goods you have ordered or any delay in doing so that is caused by any event or circumstance beyond our reasonable control including, without limitation, strikes, lock-outs and other industrial disputes, breakdown of systems or network access, flood, fire, explosion or accident.

Invalidity

If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these terms and conditions will not be affected.

Privacy

You acknowledge and agree to be bound by the terms of our privacy policy. Please go to the Privacy Policy Page on this website for further information.

Third Party Rights

Except for our affiliates, directors, employees or representatives, a person who is not a party to this agreement has no right under the UK Contracts (Rights of Third Parties) Act 1999 to enforce any term of these terms and conditions but this does not affect any right or remedy of a third party that exists or is available apart from that Act.

Entire Agreement

These terms and conditions, together with the website prices, contact details and privacy policy, set out the whole of our agreement relating to the supply of the goods to you by us and use of the website.

Governing Law

The contract between us shall be governed by and interpreted in accordance with English law and the English courts shall have jurisdiction to resolve any disputes between us.