

## Termination of your agreement

Our agreement and your monthly payment come to an end after seven years. Your warranty is for ten years and so you should have three more peace of mind years left for you to enjoy your new heating system.

Unfortunately, in certain circumstances some agreements will come to an end before this time. Your contract and the warranty will terminate should any of the following events happen:

- 1 You may elect to sell your home. In such case, your required Energy Performance Certificate or "EPC" will be substantially better with the new heating system than with the old one, and hence your home more valuable. Upon closing of the transaction, you will be required to pay the outstanding balance plus handling fee, but this should now only be a small part of the windfall you are making due to a better heating system.
- 2 Termination by death, upon the passing away of a contractual party, the contract in general is terminated. In general, the contract is however passed on to the surviving party, as such there is no need to be concerned, and it's important that the contract is made in the name of the household.
- 3 Termination due to default
  - a Non-payment; we will, should you be in default on your payment work with you to remedy the situation. We are not in business to be unreasonable and an honest discussion can very often bring a positive resolution.
  - b Having said that our process is clearly defined. We will
    - i In a first instance, remind you that your direct debit has not been honoured and represent in 5 days of such notice
    - ii Should the direct debit fail on a second presentation, then we will send you a reminder letter
    - iii Should this reminder and the next 2 reminders not resolve this issue, and you are in default of 3 payments
    - iv Then we are entitled to terminate the contract at which time
      - 1 You will be required to pay up the outstanding amount
      - 2 Should you fail to do so we might choose any of the following routes
        - a Enforce our claim through the County Court
        - b Or dispose of your debt