



50five Installation Service Terms and Conditions

You have opted for installation by one of our technicians. These are the conditions under which 50five BV offers the installation service (“Installation Service”):

1. The conditions mentioned here only apply to products offered by 50five BV and executed by our sister company Valley Heating Services Ltd. (a 50five company). The installation is valid for:
 - a. Any consumer who purchases a product to which an installation is offered
 - b. Every consumer who buys a product together with the product “50five Installation Voucher”.
2. By taking the Installation Service you agree with these conditions.
3. 50five will contact you within 5 days of placing your order to make an appointment.
4. If the Internet is not available in your postcode area you cannot use the Installation Service. You can only use the Installation Service if your application can be processed both administratively and technically by Valley Heating Services Ltd. (a 50five company). You will receive a confirmation from Valley Heating Services (a 50five company).
5. The data for your installation request must be fully and correctly filled in. If this is not the case, we cannot process your request, and we will have to ask you to correct or supplement the data in your application.
6. You can cancel the appointment with the technician until 2 working days before the time of the appointment. For agreements that are not cancelled 2 working days in advance, or in case you are not present at the agreed time, 50five charges costs of £6 - including VAT (unless the installation price is higher.) At that moment, the price of the installation applies.
7. The Installation Service includes the following: the technician will connect the equipment and then adjust and tune it. Finally, the technician will test the operation of the product as described above.
8. The technician will endeavour to complete the installation using the materials from the installation package. The mechanic is limited to a standard installation. This implies: connecting the ordered equipment, adjusting, and tuning the system.
9. Only the ordered materials are installed. Additional products and materials can be installed by our installer at an additional cost.

10. Requirements for installing a smart thermostat:
 - a. A working WiFi network, with sufficient reach, on the spot and at the time of installation. Make sure you have your WiFi password ready at the time of installation, including a working PC, tablet, or laptop.
 - b. Make sure you have pre-installed the corresponding application that fits your new 'smart device'.
 - c. Make sure you have a free power socket nearby (<1 meter) of your boiler or other connector for your new 'smart device'.
 - d. In the case of a smart thermostat. Make sure you have a safe, correct working, and compatible CV system.
 - e. In the case of a decentralized heating system with TRVs, the radiator valves must be equipped with a thermostatic design compatible with the TRV.

11. Requirements for installing a security camera:
 - a. A working WiFi network on the spot and at the time of installation. Make sure you have your WiFi password ready at the time of installation, including a working PC or laptop.
 - b. Ensure that the appropriate power supply is present at the installation site (<1 meter).
 - c. Make sure you have pre-installed the corresponding application that comes with your new security camera.

12. Once a system has been installed and delivered, all responsibility is yours. This relates to loss, damage, or theft.

13. Should 50Five or its sister company Valley Heating Services Ltd. (a 50Five Company) repair defects or replace parts that are not covered by the warranty, we can charge the costs.

14. In the event of unforeseen and exceptional circumstances, 50Five and its sister company Valley Heating Services Ltd. (a 50Five Company) are not obliged to perform the Installation Services. The technician will then contact you and make a new appointment or refuse the appointment.

15. These conditions apply in addition to the General Terms and Conditions of 50Five B.V. and Valley Heating Services Ltd. (a 50Five Company).