

J&L EPC Solutions Ltd – Terms & Conditions

Effective Date: March 1st 2026.

These Terms apply to all domestic EPC assessments provided by **J&L EPC Solutions Ltd** (“we”, “our”, “us”) across the Midlands. By booking an assessment, you (“you”, “your”) agree to these Terms.

1. Booking & Payment

- Book your appointment easily via our online calendar.
- Payment is required when booking to secure your slot.

2. Cancellations & Rescheduling

- Please give at least 24 hours’ notice if you need to cancel or reschedule. This allows us to refund or move your appointment.
- Cancellations or changes with less than 24 hours’ notice cannot be refunded or rescheduled.

3. Property Access

- We need full access to all areas required for the assessment, including lofts, gas, and electric meters.
- If your property has a key safe or other secure entry, please provide codes in advance.
- Limited access may result in an incomplete assessment or the need to reschedule.

4. Providing Accurate Information

- Please give full details about the property, including address, number of bedrooms, and any features that may affect the assessment.
- Include any recent energy improvements or unusual construction types so we can complete the assessment accurately.

5. EPC Production

- We enter all collected data into accredited software to produce your EPC in line with UK Government standards.
- Your EPC is lodged on the official UK Government register and emailed to you once completed.
- Any improvements made after the assessment will only be reflected in a new EPC.

6. Our Responsibility

- We take every care to provide accurate assessments, but our liability is limited to the cost of the assessment.
- We cannot be held responsible for indirect losses or reliance on projected energy savings.

7. EPC Validity

- EPCs remain valid for 10 years, regardless of ownership or tenancy changes.

8. Privacy

- Your personal and property data is only used to complete the assessment and meet legal obligations, in line with UK GDPR.

9. Governing Law

- These Terms are governed by the laws of England and Wales, with any disputes handled by its courts.

10. Contact Us

- If you have any questions, please reach out via our Contact Page, email (jlepcsolutionsltd@gmail.com), or phone (07774802745). We're happy to help!