

CYD INNOVATION

Domestic Energy Performance Certificate (EPC) Assessment Terms of Service

Version 2.0 | Effective from 01.10.2026

Key points at a glance

- **Price:** £144.00 including VAT (£120.00 + £24.00 VAT at 20%) for properties with up to 4 bedrooms, paid in full when you book. No other charges unless listed in section 5.
- **Changing your mind:** if you are a consumer, you can cancel within 14 days of booking for a full refund, provided the assessment has not started (section 9).
- **Cancelling later:** free with 48 hours' notice or more; a £50 fee applies with less notice (section 11).
- **Rescheduling:** your first reschedule is free with at least 48 hours' notice (section 12).
- **Your EPC:** lodged on the government's public EPC register, normally within 10 working days of the assessment (section 15).

This summary is for convenience. The full terms below apply.

1. Who we are

- 1.1 The service is supplied by **Cyd Innovation Ltd** ("Cyd", "we", "us" or "our"), a company registered in England and Wales under company number 13115527. Our registered office is Greenfield Business Centre, Greenfield Road, Greenfield, Flintshire, CH8 7GR. Our trading address is Greenfield Business Centre, Greenfield Road, Holywell, Flintshire, CH8 7GR. Our VAT number is 374372972.
- 1.2 You can contact us by email at info@cydinnovation.com, by telephone on 01352 748876, or through [cydinnovation.com](https://www.cydinnovation.com).

2. About these terms

- 2.1 These terms apply when you book a domestic EPC assessment with us online. Please read them before you book. You will be asked to accept them during booking.
- 2.2 These terms apply to both consumers and business customers. You are a **consumer** if you are an individual booking wholly or mainly for purposes outside your trade, business, craft or profession (for example, a homeowner selling or letting their own home). You are a **business customer** if you book in the course of a business (for example, as a landlord company, letting agent or property developer). Some parts of these terms apply only to consumers, or only to business customers, and say so.
- 2.3 If you are booking on behalf of someone else (for example, as an agent or for a family member), you confirm that you have their authority to do so and to arrange access to the property, and that you will tell any occupants about the appointment. The person who pays for the booking is our customer.

3. The service

- 3.1 We will provide a domestic EPC assessment of the property named in your booking. The assessment will be carried out by a Domestic Energy Assessor who is accredited with a government-approved accreditation scheme (the "Assessor"). The Assessor may be employed by us or engaged by us as a subcontractor. Either way, we are responsible to you for the service.

- 3.2 After the assessment, the Assessor will produce the EPC using the approved methodology in force at the time and lodge it on the government's EPC register. The service is complete when the EPC has been lodged on the register and we have sent you a copy of it or a link to it.
- 3.3 We only provide this service for properties in England and Wales. EPCs for properties in Scotland and Northern Ireland are produced under different rules and are not covered.
- 3.4 An EPC is normally valid for 10 years from the date it is lodged, unless the law changes or a new EPC is lodged for the property.

4. Price and payment

- 4.1 The price of the service is **£144.00 including VAT** (£120.00 plus VAT at 20%). The total amount payable is shown on the booking page before you pay.
- 4.2 This price applies to properties with up to 4 bedrooms. For properties with 5 or more bedrooms, please contact us for a quote before booking. If the Assessor finds at the appointment that the property has more bedrooms than you told us when booking, we will tell you the additional cost before continuing. If you do not agree to it, we will not carry out the assessment and will refund the full amount you paid.
- 4.3 You must pay in full by card when you book. Payments are processed securely by Stripe. We do not see or store your full card details.
- 4.4 If your payment fails or is declined, your booking will not be confirmed and no contract will be formed.
- 4.5 If our price changes after you book, the change will not apply to your booking.

5. Other charges

- 5.1 The only charges that may apply in addition to the price in section 4 are listed below. We will not charge any other fee unless you agree to it in writing before we provide the extra service.

Charge	When it applies	Amount (inc. VAT)
Short-notice cancellation fee	You cancel less than 48 hours before your appointment, after your 14-day cancellation period has ended (section 11)	£50
Rescheduling fee	Your second or later reschedule, or any reschedule requested with less than 48 hours' notice (section 12)	£25
Abortive visit fee	No one gives the Assessor access within 20 minutes of the appointment start time, or access is refused (section 8)	£85

- 5.2 These fees reflect costs we incur that we cannot recover (such as Assessor time and travel that cannot be reallocated) and are not a penalty. Any fee is deducted from your refund or charged to your original payment card, and we will tell you before we do so.

6. Your booking and our contract with you

- 6.1 You must give us accurate contact details, the full property address and any information we reasonably ask for to arrange the assessment.
- 6.2 Our contract with you is formed when we email you our booking confirmation. We will only send it once your booking has been completed and your payment has been received.

- 6.3 The booking confirmation will include your booking reference, the appointment date and time, the Assessor's name, the property address, confirmation of payment, a VAT invoice, a copy of these terms, and information about your right to cancel. Please check it and tell us promptly if anything is wrong.

7. Your appointment

- 7.1 Appointments are subject to availability. The appointment time will be shown in your booking confirmation.
- 7.2 You must make sure that:
- an adult aged 18 or over is present to give the Assessor access for the whole appointment;
 - the Assessor can safely access all rooms, the loft (where there is one), the boiler or heating system, hot water cylinder and meters;
 - pets are kept secure during the visit; and
 - you tell us before the appointment about anything that could affect the Assessor's safety at the property.
- 7.3 If you have documents that show improvements not visible on inspection (for example, invoices or certificates for insulation, glazing, heating systems or solar panels), please have them available at the appointment or send them to us before it. These can affect your rating.
- 7.4 The Assessor may take photographs of relevant features of the property. These are used as evidence for the assessment and for quality checks by the accreditation scheme. The Assessor will avoid photographing people or personal belongings where reasonably possible.

8. If the assessment cannot go ahead

- 8.1 If the Assessor attends at the agreed time and no one gives access to the property within 20 minutes of the appointment start time, or access is refused, the Assessor may leave and we will contact you to arrange a new appointment. We may charge the abortive visit fee set out in section 5.
- 8.2 We will not charge the abortive visit fee if the assessment cannot go ahead for a reason outside your control, or if you gave us at least 48 hours' notice to reschedule.
- 8.3 If some areas of the property cannot be safely inspected (for example, a loft without a safe hatch), the Assessor may still complete the assessment. The approved methodology requires default assumptions for areas that cannot be inspected or evidenced. This can result in a lower rating than if full access had been possible.

9. Your right to cancel within 14 days (consumers only)

- 9.1 If you are a consumer, you have a legal right to cancel this contract within **14 days** without giving any reason. The 14 days end 14 days after the day our contract is formed (see section 6.2).
- 9.2 To cancel, you must tell us clearly of your decision before the 14 days end. You can email info@cydinnovation.com or use the model cancellation form in the Appendix. You do not have to use the form. It is enough that you send your message before the 14 days end.
- 9.3 If you cancel within the 14 days and the assessment has not started, we will refund the full amount you have paid.
- 9.4 We will refund you within 14 days of the day you tell us you are cancelling, using the same payment method you used, unless you have expressly agreed otherwise. You will not be charged any fee for the refund.

10. If your appointment is within the 14-day cancellation period (consumers only)

- 10.1 We will not start the service during your 14-day cancellation period unless you ask us to. If you choose an appointment within that period, you will be asked during booking to confirm that:
- you expressly request that we start the service within the 14-day cancellation period; and
 - you acknowledge that if you cancel after the assessment visit, you will only receive a refund of £7.20, and that once your EPC has been lodged the service is complete and you will have no right to cancel or to any refund.
- 10.2 If you have made that request and cancel **before the assessment visit takes place**, we will refund the full amount you paid.
- 10.3 If you have made that request and cancel **after the assessment visit has taken place but before the EPC is lodged**, you must pay for the service provided up to the time you told us you were cancelling. The assessment visit (including the Assessor's travel, inspection and data capture) is the main part of the service and accounts for £136.80 of the £144.00 price. We will refund the balance of £7.20 within 14 days, and we will not lodge the EPC.
- 10.4 Once the EPC has been lodged on the register, the service has been fully performed and you will no longer be able to cancel under section 9. No refund will be due.

11. Cancelling after the 14-day period

- 11.1 This section applies to consumers whose 14-day cancellation period has ended, and to business customers at any time before the appointment.
- 11.2 If you cancel **48 hours or more** before the start time of your appointment, we will refund the full amount you paid.
- 11.3 If you cancel **less than 48 hours** before the start time of your appointment, we will refund the amount you paid minus the short-notice cancellation fee set out in section 5.
- 11.4 To cancel, email info@cydinnovation.com with your booking reference, name and the property address. The time of cancellation is the time we receive your email. We will confirm your cancellation in writing.
- 11.5 Once the assessment visit has started, you cannot cancel under this section and no refund will be due, except under section 10 or where we have not provided the service with reasonable care and skill.

12. Rescheduling

- 12.1 To reschedule, email info@cydinnovation.com with your booking reference, name, property address and current appointment details. A new appointment is not confirmed until we confirm it in writing.
- 12.2 Your first reschedule is free if you give us at least 48 hours' notice before your appointment. The rescheduling fee in section 5 applies to any second or later reschedule, or to any reschedule requested with less than 48 hours' notice. We will tell you if a fee applies before we confirm the new appointment.
- 12.3 Rescheduling does not affect your right to cancel under section 9.

13. If we need to change or cancel your appointment

- 13.1 We may need to reschedule an appointment because of circumstances such as Assessor illness, severe weather or other events affecting safe or practical delivery. If so, we will contact you as soon as possible and offer you a new appointment free of charge.

- 13.2 If you do not want the new appointment, you can cancel and we will refund the full amount you paid within 14 days.

14. Refunds

- 14.1 All refunds are made to the original payment method, unless we agree otherwise with you. We will make refunds within 14 days of the date the refund becomes due. Your bank or card provider may take a few further working days to show the funds in your account.
- 14.2 Where we deduct any fee or amount from a refund, we will tell you in writing what it is and why.

15. Delivering your EPC

- 15.1 We aim to lodge your EPC and send you a copy, or a link to it, within **10 working days** of the assessment.
- 15.2 This may take longer if we are waiting for information or evidence from you, or because of delays to the EPC register or other matters outside our control. If there will be a delay, we will tell you and give you a revised date.
- 15.3 If we do not lodge your EPC within a reasonable time, you may be entitled to a price reduction or a refund. This does not affect your other legal rights.

16. What the EPC is (and is not)

- 16.1 The EPC is based on the features of the property that the Assessor can see or that are supported by evidence at the time of the assessment, and on the approved assessment methodology.
- 16.2 We cannot guarantee a particular energy rating, score or recommendation. Recommendations on the EPC are indicative only. The EPC is not a structural survey, a valuation, or a guarantee of energy bills, savings or property performance.
- 16.3 You must give accurate information and tell the Assessor about any relevant features of the property. If you give inaccurate or incomplete information, this may affect the EPC.

17. Errors, corrections and complaints

- 17.1 If you think there is an error in your EPC, or you are unhappy with the service, please email info@cydinnovation.com with your booking reference, the property address and details of the issue.
- 17.2 We will acknowledge your complaint within 5 working days and aim to give you a full response within 20 working days. If your complaint is complex and needs longer, we will tell you why, and we will give you our final response within 8 weeks of receiving it.
- 17.3 If the EPC contains an error caused by us or the Assessor, we will correct and re-lodge it free of charge.
- 17.4 If you want the EPC to reflect improvements made after the assessment, or evidence you did not provide at the time of the assessment, a new assessment will be needed at our standard price.
- 17.5 If you are not satisfied with our response, you can refer your complaint to the Assessor's accreditation scheme. Its contact details are shown on your EPC.
- 17.7 For independent advice, consumers can contact the Citizens Advice consumer service on 0808 223 1133 (Welsh-language: 0808 223 1144).

18. Our responsibility to you

- 18.1 We will provide the service with reasonable care and skill. If we do not, you have legal rights, including the right to ask us to repeat or fix the service, or in some cases to receive a price reduction.
- 18.2 Nothing in these terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be limited or excluded by law.
- 18.3 We are responsible for loss or damage you suffer that is a foreseeable result of our breaking these terms or failing to use reasonable care and skill. We are not responsible for loss or damage that is not foreseeable.
- 18.4 We are not responsible for loss caused by inaccurate or incomplete information you give us, by lack of access to the property, or by events outside our reasonable control.
- 18.5 **If you are a consumer:** we supply the service for domestic and private use. We are not liable to you for any loss of profit, loss of business, loss of rent or business interruption.
- 18.6 **If you are a business customer:** our total liability to you arising out of or in connection with the service is limited to £5,000 per booking. We are not liable to you for any indirect or consequential loss, or for any loss of profit, rent, business, contract or opportunity.

19. Your personal information

- 19.1 We use your personal information in accordance with our Privacy Policy at [Privacy Policy - Cyd Innovation](#). We use it to manage your booking, take payment, issue invoices and your EPC, and deal with enquiries, cancellations, refunds and complaints.
- 19.2 **The EPC is a public document.** By law, the EPC is lodged on the government's EPC register. Anyone can search the register by property address and view the certificate. The EPC includes the property address and details of the property, but not your name.
- 19.3 We share relevant information, including assessment data and photographs, with the Assessor's accreditation scheme for lodgement, auditing and quality assurance.
- 19.4 We will only send you marketing if you have agreed to it. You can unsubscribe at any time. Service emails about your booking are not marketing.

20. General

- 20.1 These terms, together with the information shown during booking and in your booking confirmation, form the whole agreement between you and us for the service.
- 20.2 Any change to the service or price must be agreed in writing before it is provided.
- 20.3 If a court finds any part of these terms unenforceable, the rest will continue to apply.
- 20.4 Only you and we have rights under this contract. No other person (including a buyer, tenant, lender or agent) has any right to enforce any of these terms under the Contracts (Rights of Third Parties) Act 1999.
- 20.5 We may update these terms from time to time. The version that applies to your booking is the one you accepted when you booked.

21. Governing law

- 21.1 These terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction.

- 21.2 If you are a consumer living in Scotland or Northern Ireland, you may also bring proceedings in your home courts, and you keep the protection of any mandatory consumer law that applies where you live.

Appendix: Model cancellation form

Complete and return this form only if you wish to cancel the contract within your 14-day cancellation period. You can also cancel by sending us any clear statement of your decision.

To: Cyd Innovation Ltd, Greenfield Business Centre, Greenfield Road, Holywell, Flintshire, CH8 7GR.
Email: info@cydinnovation.com

I/We* hereby give notice that I/We* cancel my/our* contract for the supply of the following service:
domestic EPC assessment.

Booking reference: _____

Ordered on (date): _____

Property address: _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s) (only if this
form is sent on paper): _____

Date: _____

* Delete as appropriate.