

These Terms and Conditions together with the Sales Quotation constitute the entire Agreement between You and SSE Airtricity Energy Services for our Solar Thermal installation including Warranty. It is Your responsibility to ensure that the details in Your Sales Quotation are complete and accurate before You commit Yourself to the Agreement. If any of the details contained in Your Sales Quotation are not complete or are inaccurate, please notify us in writing of such inaccuracies or errors. We only accept responsibility for statements and representations made in writing by our authorised employees and agents.

It is important that you read these Terms and Conditions carefully before You sign and return the Sales Quotation to us. You will be bound by these Terms and Conditions once the Agreement is executed by You. Please pay particular attention to Clauses 9 (Warranty), 12 (Limitations on Liability) and 14 (Use of Personal Information).

### 1. INTERPRETATION AND DEFINITIONS

- 1.1 Unless the contrary intention appears, words in the plural shall include the singular and words in the singular shall include the plural.
- 1.2 Reference to any statute or provision of any statute shall be deemed to include any statutory modification, substitution or re-enactment thereof or any statutory instrument, order, regulation, bye-law, permission or direction made thereunder or under such modification, substitution or re-enactment.
- 1.3 References to clauses are clauses in these Terms and Conditions.
- 1.4 The term "person" shall include an individual, firm, company, corporation and any unincorporated bodies of persons.
- 1.5 Wherever the following words and phrases appear in the Sales Quotation or these Terms and Conditions, they will have the following meaning:
- "Agreement"** means these Terms and Conditions together with the Sales Quotation;
- "Additional Work"** means any additional and/or rectification work that is required to complete the Work, which was not included in the Sales Quotation or was not reasonably foreseeable on a visual inspection of the Property by the AES Consultant before We gave our Sales Quotation;
- "AES", "us" or "We"** means SSE Airtricity Energy Services;
- "AES Consultant"** means a qualified and experienced assessor engaged by AES to carry out an assessment on Your home, and advise You on services You may wish to have carried out;
- "Controls"** means the programmer/time clock(s), room thermostat (if fitted), cylinder thermostat (if fitted) and zone valves (but excluding the fused spur switch);
- "Customer"** of "You"/"Your" means the customer(s) who makes this Agreement with us, and includes a person who We reasonably believe is acting with Your authority or knowledge;
- "Energy Services Engineer"** means a qualified and experienced engineer engaged by AES to carry out the Work;

**"Health and Safety Laws and Standards"** means

- (a) the applicable requirements of health and safety legislation in Ireland including, but not limited to, the Safety Health & Welfare at Work Act 2005 and any regulations made thereunder from time to time;
- (b) The Building Control Acts 1990 and 2007 and any relevant Building Regulations made thereunder; and
- (c) all relevant safety standards applicable in Ireland

**"Installation Engineer"** means a qualified and experienced engineer engaged by AES to carry out the Work;

**"Manufacturer's Terms and Conditions"** means the terms and conditions in respect of the products and parts supplied by a manufacturer as amended from time to time;

**"Manufacturer's Warranty"** means the warranty which may be applicable in respect of replacement parts, the Solar Panels and associated parts;

**"Parties"** means us and You;

**"Deposit"** means that part of the Price You must pay before We will start the Work, as set out in Your Sales Quotation;

**"Price"** means the total price You must pay for the Work as set out in Your Sales Quotation;

**"Property"** means the domestic address shown on Your Sales Quotation at which We shall carry out the Work;

**"Scope of Works"** means the summary of the steps involved in the Work;

**"Solar Thermal Installation"** shall have the meaning given to that term in Clause 2;

**"Solar Thermal System Parts"** means any solar parts to be installed as part of your Solar Thermal Installation/Work as described in your Sales Quotation, other than the solar panels;

**"Solar Thermal System"** means Your existing solar thermal system at the Property (if any) including:

- (a) the existing panels;
- (b) the existing Controls, (including electrical temperature controls); and
- (c) all existing pipes, pumps, valves, hot water cylinders and the expansion vessel;

**"Terms and Conditions"** means these terms and conditions;

**"VAT"** means value added tax at the applicable rate from time to time; and

**"Work"** means the work that We shall carry out at the Property, as detailed in the Scope of Works appended to Your Sales Quotation.

### 2. PLAN

- 2.1 Where Your Agreement is for a Solar Thermal Installation, AES will install Your new Solar Thermal Installation heating system including the installation of the solar panels, the Solar Thermal Installation Parts and all other parts, material and labour required to complete the installation of Your new Solar Thermal Installation (including, for the avoidance of doubt, all associated cylinders and parts if required) In addition to either Solar Thermal Installation, You shall also be entitled to a manufacturer's warranty (the Installation

Service and warranty collectively referred to as the "Plan")

- 2.2 We will carry out the Work during normal working hours (8.00am to 6.00pm Monday to Friday excluding bank holidays and public holidays in Ireland), unless otherwise agreed between the Parties.

- 2.3 We shall endeavour to provide accurate estimates for completion of the Work and will make reasonable efforts to complete the Work in accordance with the estimates provided. Notwithstanding the provisions of Clause 13, We cannot, be held responsible for unexpected delays including but not limited to inclement weather or other circumstances beyond our control and We will not be liable to You for any reasonable delay in the commencement or completion of the Work.

- 2.4 When carrying out the Work, We will:
- (a) take reasonable care to avoid disrupting Your Property;
- (b) remove all waste material which results from the Work;
- (c) clean up after ourselves.

- 2.5 The Installation Engineer will, where applicable, carry out the Work in accordance with Health and Safety Laws and Standards and in accordance with the provisions of any relevant planning permission of which We are notified of by You.

- 2.6 It is Your responsibility to allow us access to the Property to carry out the Work.

### 3. PERMISSIONS

This Agreement is subject to Your confirmation that You are the owner of the Property and are not a tenant. In the absence such confirmation, We will assume that You are the owner of the Property. We shall not have any liability for any works which We carry out which have not been authorised by the owner of the Property and You agree to indemnify us for any losses howsoever arising that We incur from Your failure to make full and proper disclosure as to the ownership of the Property.

- 3.2 This Agreement is entered into and the Work is undertaken by AES upon the condition that any required licences, authorities or permissions (including all requisite planning permissions) are first obtained by You and that unrestricted access to Your Property will be available in order that the Work may be undertaken. We shall not have any liability for unauthorised works and You agree to indemnify us for any losses howsoever arising that We incur from Your failure to obtain any required such licences, authorities or permissions.

- 3.3 You shall inform us in advance of commencement of the Works of any conditions in any planning permission which is or may be relevant to the Works or the way in which such Works are or will be carried out. We reserve the right to notify You of any increase in the Price which may be required as a result of any conditions so notified to us, or in the event that We reasonably believe that We will not be able to comply with such conditions We may cancel this Agreement. You do not have to agree to any increase in the Price notified to You in accordance with this clause and if You do not so agree, either You or We may terminate this Agreement. In the absence of Your advice to the contrary, We will assume that there are no relevant conditions in any planning permission of

relevance to the Works as aforesaid. We shall not have any such liability for failure to comply with any condition in a planning permission which is not notified to us and You agree to indemnify us for any losses howsoever arising that We incur from Your failure to comply with Your obligations under this clause.

- 3.4 The Solar Thermal System Parts and any other parts and materials will be Your responsibility from the time of delivery to Your property. Any loss, theft or damage to these materials will result in extra charges being incurred.

If, before the Work is carried out, You wish to change the nature or the scope of Work to be carried out, We will advise You of any increase in the Price and provide You with a new Sales Quotation (which must be signed by You) before We carry out the Work. Any variations required to be made to the Central Heating Installation, the Partial Installation or any Additional Work required to properly complete the Work and any additional costs associated therewith, shall be agreed with You prior to the commencement of the Work or as the case may be such Additional Work or variation of the Works.

#### 4. STEPS INVOLVED

- 4.1 Prior to commencing the Work, the Installation Engineer will, where relevant, carry out a full technical survey of the Property to ascertain for the purpose of facilitating the Work:
- (a) the condition and soundness of your roof on your property
  - (b) the condition and soundness of accessible pipe work and all flexible connections;
  - (c) the condition and soundness of the electrical system.
- 4.2 If the above inspections and system checks reveal that any additional work is required, We shall inform You of same as soon as possible and confirm whether We are able to undertake such additional work and provide You with an estimate of the price and time required for completing the additional work; We shall not be required to continue with any Work unless and until any increase in the Price has been agreed by You. We will issue You with a new Sales Quotation and You must sign this new Sales Quotation before We carry out the Work (which shall include the Additional Work). A summary of the steps involved in the Work (the "Scope of Work") is appended to the Sales Quotation.
- 4.3 When carrying out the Work, We will (if required):
- (a) install surface trunking for wiring;
  - (b) lift carpets or other floor coverings (this work is at Your risk and We will discuss and agree this with You before doing so);
  - (c) remove and restore brickwork and roof-tiles or slates (if agreed and included in Your Sales Quotation). In restoring brickwork or roof-tiles, We will either:
    - (i) use the nearest matching materials that We can obtain from a local builder's merchant, and/or
    - (ii) use bricks or tiles that You provide.
- 4.4 Unless otherwise stated, electrical wiring, connections and material necessary for the carrying out of the Work will be included in the Price. When carrying out the Work, We will not create channels for wiring or pipework in solid walls or floors. The wiring to components will be run on the wall surface unless otherwise specified and agreed in

Your Sales Quotation.

- 4.5 While We will exercise due care in carrying out the Work, You accept that the Work may cause damage to finishings both internally and externally and that certain areas of Your property may need redecoration following completion of the Work. This contract does not include provision for the making good of decorations, any additions to cold water secondary services, alteration to linen cupboard shelves, renewal or repair of floor boards or old pipe runs, nor for the chasing or boxing in of pipes or wire. All such redecoration or repair works will be Your responsibility and are not included in the Price.

- 4.6 After the completion of the Work the Installation Engineer will:
- (a) explain and demonstrate the functions of the Solar Thermal Installation
  - (b) explain the user operating instructions for the Solar Thermal Installation;
  - (c) commission the Solar Thermal Installation system in accordance with the particular manufacturers' instructions.

#### 5. PRICE

- 5.1 The Sales Quotation is an offer by AES to carry out the Work at the Price and is made on the basis that We will only carry out the Work as set out in the Sales Quotation. The Price (inclusive of VAT) set out in the Sales Quotation shall be valid for a period of 30 days from the date of the Sales Quotation unless We notify You, in writing, that We have withdrawn or amended it during that period. To accept the Price, You must sign and return Sales Quotation to us within the aforementioned 30 day period.
- 5.2 We may run a credit check against You in advance of completion of the Work. The purpose of this credit check is to determine the appropriate payment terms for the Work. You can pay for the Work by any of the following methods:
- (a) by paying in full by way of one lump sum payment at the time of placing Your order for the Work; or
  - (b) by paying a deposit (the sum of which will be confirmed by us prior to any Work commencing) at the time of placing Your order for the Work and by paying the balance upon completion of the Work, after which an invoice will be issued to You; or
  - (c) by paying in full on completion of Work (subject to AES approval).

In the case of payment option (b) above, there are a number of different deposit requirements which depend on the Price for the Work and Your situation and credit history. We will determine the amount of the deposit required and this amount will be reflected in Your Sales Quotation.

- 5.3 We will ask for Your payment details and preferred payment method in advance of providing You with a completed Sales Quotation and will also advise You of the relevant amount. If You do not pay us any sum due under this Agreement when due, We may charge You a late payment fee equal to 5% of any amount outstanding.

#### 6. SUPPLEMENTAL COSTS

- 6.1 The Price does not include the cost of removing any dangerous waste material, which shall include but not be limited to asbestos.
- 6.2 You have no obligation to agree to any

increase in the Price for carrying out the Additional Work, and if You do not agree to any Additional Work identified by us, either We or You may cancel the Additional Work. In these circumstances, We shall remove any Solar Thermal System Parts that We have installed, and shall restore Your Property (if applicable) to the state they were in before We began Work. We shall be entitled to charge You a reasonable amount to cover our costs in carrying out the Work up to the date on which the Solar Thermal Installation is cancelled and also in relation to restoring Your We may deduct these costs from Your deposit and if the costs exceed Your deposit, We may recover the excess from You.

#### 7. CANCELLATION / TERMINATION

- 7.1 Subject to the other provisions of this Clause 7, You may cancel the Plan by contacting us on 1850 81 81 70\* or emailing us at info@airtricityhes.com.
- 7.2 Once You have accepted the Sales Quotation, neither party may cancel the Plan unless:
- (a) these Terms and Conditions permit such termination;
  - (b) AES is in material breach of any of the Agreement, and such breach is not rectified within 30 days, in which case You shall be entitled to terminate the Agreement;
  - (c) You are in breach of any of the Agreement, in which case We shall be entitled to terminate the Agreement;
  - (d) You have not paid the deposit (if applicable) or, in our reasonable opinion, You have no reasonable prospect of paying the deposit; or
  - (e) there is a health and safety issue that means it is inappropriate to fulfil the Solar Thermal Installation in which case, We may cancel the Plan.
- 7.3 If You terminate the Plan, our liability to You is as set out in Clause 13 hereof.
- 7.4 Without affecting any other right or remedy We may have, if We terminate the Agreement in accordance with this Clause 7, We shall be entitled to charge You the reasonable costs We have incurred in carrying out the Works and/or Additional Works before the date of cancellation. We may deduct these costs from Your deposit, and if the costs exceed Your deposit, We may recover the excess from You.
- 7.5 You may cancel a booking for a Solar Thermal Installation up to 5 working days before the Work is due to be carried out. If You exercise this right of cancellation, please note that You will be liable for any costs associated with any Solar Thermal System Parts sourced by us in preparation for the performance of the Work before We received notice of Your cancellation (and which cannot be returned to the original supplier or otherwise resold within a reasonable period). You hereby agree that We may deduct these costs from Your deposit and if the costs exceed Your deposit, We may recover the excess from You. Repeated cancellations of a booking or lack of access to Your Property may, at our discretion, result in refusal to carry out any work associated with Your booking. Upon cancellation or termination by You, AES will have no further duties with respect to Your booking.
- 7.6 AES shall be entitled to cancel Your booking

for the Solar Thermal Installation, at any time, without giving a reason and We will have no further duties with respect to Your booking.

Website [www.sseairtricity.com](http://www.sseairtricity.com).

agents, or for fraudulent misrepresentation on the part of either Party or its officers, employees or agents.

## 8. REFUSAL TO PROVIDE THE SERVICE

- 8.1 AES shall be entitled to refuse to provide the Plan to You, at any time, without giving a reason.
- 8.2 We will not be obliged to carry out the Work unless:  
 (a) You have accepted the duly completed Sales Quotation;  
 (b) You have confirmed that You are the owner of the Property or the owner of the Property has confirmed to us, in such form as We may require, that he/she authorises the Works;  
 (c) the scope of Additional Work (if any) has been agreed between You and AES;  
 (d) a satisfactory survey of the Property has been carried out by us in accordance with Clause 2.  
 (e) You have paid the deposit (if applicable).

## 9. WARRANTY

- 9.1 A Manufacturer's Warranty may apply to any parts installed the Installation Engineer (from date of installation of the part).
- 9.2 The only warranties given in relation to Solar Thermal Installation, the Central Heating Parts or the Controls are as set out in this clause 10.
- 9.3 With regard to the installation of the Solar Thermal system or the Controls, the manufacturer's may provide a warranty beginning on installation date subject to the Manufacturers Terms and Conditions. No other part of the System is covered under this warranty.
- 9.4 AES reserve the right to use the solar manufacturer's agent(s) to repair Solar installation and associated parts during warranty period. AES accept no responsibility as to the availability or lead time for a manufacturer to visit your home. AES accept no responsibility as to the availability/non-availability of spare parts or the time it may take to obtain such spare parts.
- 9.5 Any Manufacturer's Warranty shall be subject to the Manufacturer's Terms and Conditions. It is the responsibility of the customer to ensure they are familiar with these Terms and Conditions.
- 9.6 All work undertaken by the Installation Engineer carries a 30 day labour warranty from the date the work is completed by the Installation Engineer.
- 9.7 Subject to the other provisions of this clause, if You have any problems within the period of the 30 day labour warranty referred to in Clause 9.6 there will be no call out charge applied if the Installation Engineer has to call back. If, when the Installation Engineer calls back, he/she identifies a problem that is not related to the works he/she carried out, the Installation Engineer will advise You of the cost of the labour and any replacement parts necessary to rectify the matter. Subject to Your approval, the Installation Engineer will then try to fix the problem and You will be charged for the time it takes for the Installation Engineer to rectify the matter and for the cost of any necessary parts. Time will be charged in 20 minute units as per our rate card which is available on the AES

## 10. CONDITION OF PROPERTY AND APPLIANCE

- 10.1 This Agreement is subject to You having suitable infrastructures (including but not limited to water and electricity) in place at Your Property. The cost of providing such a supply is not included in the Sales Quotation unless shown as a separate item.
- 10.2 You are responsible for making sure that conditions at Your Property are suitable for the carrying out and completion of the Works. If We consider that the conditions at Your Property are not suitable for us to carry out and complete the Works (which may include the presence of asbestos at Your Property) We will tell You what You must do prior to us commencing the Works.
- 10.3 Before We start Works, You must clear any furniture or fittings from any rooms or roof space that We will require access to in order to carry out the Works. The SSE AES Consultant will agree with You how much clearing You will need to do. If You do not clear the furniture and fittings as agreed, We may charge You a reasonable amount to cover our costs for any delay. It is not envisaged that our Installation Contractors will be responsible for clearing any furniture or fittings, however if, due to Your personal circumstances, You would like us to carry out any such clearing work, We may, at our discretion, do so but only on the basis that We are not liable for any damage caused as a result (unless We have been negligent).
- 10.4 If You do not comply with Your obligations under this clause 10, We will have the right to terminate the Agreement in accordance with clause 7.
- 10.5 Any work carried out by SSE AES to a product does not imply that the product was adequately manufactured or installed or that it satisfies applicable standards or regulations. In no circumstances, does SSE AES accept responsibility in relation to inadequacies with the original design or installation of a product. During the course of the Works, We shall endeavour to inform You of any deficiency or inadequacy attributable to or in the original design or installation of the Windows and Doors We may also provide You with a quotation for rectifying such deficiencies or inadequacies.
- 10.6 We do not accept responsibility or liability for the quality or condition of any existing equipment or appliance in the Property.

## 11. USE OF SUBCONTRACTORS

- 11.1 We reserve the right to use sub-contractors to carry out the work to be carried out pursuant to the Agreement.

## 12. LIMITATION OF LIABILITY

- 12.1 Notwithstanding any other provisions of this Agreement, SSE AES's liability under this Agreement in contract, tort or howsoever arising under this Agreement shall be limited to five thousand Euros (€5000) [CF1] (the "Limitation of Liability").
- 12.2 Nothing in this Agreement shall exclude or limit either party's liability for wilful misconduct, or death or personal injury caused by that Party's negligence or the negligence of its officers, employees or

- 12.3 SSE AES shall not be liable for any work carried out on Your Solar System, by a third party.

- 12.4 You hereby agree to indemnify us and keep us indemnified in respect of any actions, claims or proceedings brought against us together with all loss, damage, costs and expenses which We may incur as a consequence of any work carried out on Your Solar Thermal System, by any party other than SSE AES.

- 12.5 In no circumstances shall We be liable for any indirect, special or consequential loss You suffer arising out of or in connection with the provision or non-provision of any goods or services as a result of the Service.

- 12.6 We have no obligation, duty or liability to You, in contract or tort, for breach of statutory duty or otherwise beyond that of a duty to exercise reasonable skill and care.

- 12.7 None of SSE AES, its officers, employees or agents shall, in any circumstances be liable for any damage to property or injury to persons.

## 13. FORCE MAJEURE

- 13.1 SSE AES shall not be liable if any or all of our obligations under the Agreement cannot be carried out or fulfilled for reasons beyond our control including, but not limited to, Acts of God, industrial dispute, explosion, flood, lightning, storms, fire or accident, war or threat of war, sabotage, insurrection, civil disturbance or disorder, acts, restrictions, regulations, by-laws, prohibitions or measures of any kind on the part of any governmental authority, import or export regulations or embargoes, defaults of suppliers or sub-contractors or any act or omission of any nature whatsoever on the part of the Customer or its agents.

## 14. USE OF PERSONAL INFORMATION

- 14.1 SSE AES will comply with its obligations under the Data Protection Acts 1988 and 2003
- 14.2 Information which You provide or We hold may be used by us, our employees, subcontractors and/or our agents:-  
 (a) for the purposes of attending Your property;  
 (b) to help identify You when You call;  
 (c) for contacting You in writing and/or by phone and/or by text message and/or by e-mail with information about other services and products offered by us and/or our carefully selected partners where You have consented;  
 (d) to detect and prevent crime, fraud and loss;  
 (e) for health and safety and risk assessment;  
 (f) for administering accounts; and  
 (g) for credit checking purposes.
- 14.3 We may carry out credit and fraud prevention checks with licensed credit reference and fraud prevention agencies and they will retain a copy of the search. Information from Your application and payment details of Your account may be recorded by these agencies and may be shared with other organisations to help make credit and insurance decisions about You and members of Your household and for debt collection and fraud prevention purposes.
- 14.4 SSE AES may disclose Your information to

other members of the Scottish and Southern Energy Group and agents who act on behalf of SSE AES in connection with the activities referred to above, including to any agent or third party service provider who SSE AES may engage to assist us in the performance of the service. Such agents or third parties are only permitted to use Your data as instructed by SSE AES. They are also required to keep Your data safe and secure.

- 14.5 In the event that You speak to any employees of SSE AES (or agents acting on its behalf) by telephone, Your telephone conversations may be recorded for quality control purposes. SSE AES will treat the recorded conversation confidential and will only use it for staff training/quality control purposes, confirming details of Your conversations with SSE AES or any other purposes mentioned in these Terms and Conditions.
- 14.6 In order to protect Your privacy, You may also be asked to provide suitable proof of identification. If any of Your details are incorrect please let us know and We will amend them.
- 14.7 You are entitled to a copy of Your personal data which is held by Us. You also have the right to require Us to correct any inaccuracies in Your information.  
Please also see our privacy notice at [www.sseairtricity.com/ie/privacy-policy/](http://www.sseairtricity.com/ie/privacy-policy/). This privacy notice shall form part of these terms and conditions.

## 15. COMPLAINTS PROCEDURE

- 15.1 You can register Your complaint with us in any of the following ways:  
(a) by calling our customer contact team on 1850 81 81 70\*;  
(b) by email to [info@airtricityhes.com](mailto:info@airtricityhes.com);  
(c) through our Website at [www.sseairtricity.com](http://www.sseairtricity.com); or  
(d) in by letter to:  
Customer Service,  
SSE Airtricity Energy Services, Red Oak South,  
South County Business Park, Leopardstown,  
Dublin 18.

## 16. GENERAL

- 16.1 These Terms and Conditions apply to the Works provided by SSE Airtricity Energy Services Limited with registered number 476708 and with registered address at Red Oak South, South County Business Park, Leopardstown, Dublin 18.
- 16.2 **Notices:** Any notice or account sent by ordinary post relating to the Agreement shall be deemed to have been received on the day that is the 2nd postal day after the day of such posting. Any notice sent by the Customer by electronic mail shall be deemed to have been received upon confirmation of receipt from SSE AES by electronic mail or by post. Any notice required or permitted to be given by the Customer shall be in writing addressed to SSE Airtricity Home Energy Services, Red Oak South, South County Business Park, Leopardstown, Dublin 18 or such other address or electronic mail address as may be provided to the Customer by SSE AES from time to time.
- 16.3 **Authority:** By entering into this Agreement with SSE AES, You shall be deemed to have obtained all such licences and consents as are required to allow SSE AES to lawfully undertake the Service or other works. If You have failed to obtain all necessary licences and consents required You will indemnify SSE

AES for all loss or damage suffered and shall remain responsible for all work done and materials supplied on a quantum meruit basis.

- 16.4 **Asbestos:** Unless otherwise stated in correspondence with SSE AES, the Service does not allow for working in the vicinity of asbestos. If during the provision by SSE AES of the Service asbestos is encountered SSE AES reserves the right to withdraw its staff immediately until the premises is made safe. The presence of asbestos on the premises will be reported to You by SSE AES for Your instructions regarding safe disposal. SSE AES will not be responsible for the cost involved in disposing of any asbestos found.
- 16.5 **Amendments:** We reserve the right to change these Terms and Conditions at any time. We will publish details of any changes on the SSE AES Website [www.sseairtricity.com](http://www.sseairtricity.com) as soon as possible prior to the changes being introduced.
- 16.6 **Assignment:** The Agreement is personal to You and therefore may not be assigned or transferred by You to any other person without our prior written consent. For business reasons, We have the right to assign the Agreement to any company or person.
- 16.7 **No waiver:** No forbearance, indulgence or relaxation on the part of SSE AES shown or granted to the Customer shall in any way affect, diminish, restrict or prejudice the rights or powers of SSE AES or operate as or be deemed to be a waiver of any breach of the Agreement.
- 16.8 **Severance:** If any provision of the Agreement is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions and the remainder of the provision in question shall not be affected.
- 16.9 **Governing Law:** This Agreement shall be governed by and construed in accordance with the laws Ireland. The parties irrevocably submit to the exclusive jurisdiction of the courts of Ireland.
- 16.10 **SSE AES Re-Organisation:** Notwithstanding anything to the contrary in the Agreement, if SSE AES should reorganise the business and/or legal structure of SSE AES (whether by dividing its business between two or more corporate bodies or otherwise), the obligations of SSE AES may be divided between such bodies and You shall thereafter deal with such bodies as if the parts of the Agreement relevant to the business of such bodies formed a contract between You and such corporate bodies.
- 16.11 **Entire Agreement:** This Agreement constitutes the complete agreement between You and us and supersedes all prior understandings, agreements, representations or communications whether written or oral between You and us relating to the subject matter hereof.
- 16.12 **Anti-Bribery:** The parties warrant and undertake to one another that they shall not knowingly engage in any acts of bribery, extortion, fraud, deception, collusion, cartels, abuse of power, embezzlement, trading in influence, money-laundering, or any similar activity in relation to this Agreement. The Parties shall (and shall procure that any associated persons or entities) in connection with this Agreement shall comply with all applicable laws, statues, regulations and

codes relating to anti-bribery and anti-corruption. If either Party (or any associated persons or entities) commits a breach of this clause 17.12, then the non-defaulting party may at its absolute discretion terminate this Agreement with immediate effect by giving notice to the defaulting party. Any termination of this Agreement pursuant to this clause 17.12 shall be without prejudice to any right or remedy which has already accrued, or subsequently accrues. If the non-defaulting party terminates this Agreement for breach of this clause 17.12 the defaulting party shall not be entitled to claim compensation or any further remuneration, regardless of any activities or agreements with additional third parties entered into before termination.

- 16.13 **Third Party:** This Agreement is made solely and specifically between and for the benefit of the parties, and is not intended to be for the benefit of, and shall not be enforceable by any person who is not named at the date of this Agreement as a party to it.

\*Charged at Lo Call rate. Rates from mobile phones may vary so please check with your operator