

IVT RECYCLING SCHEME TERMS AND CONDITIONS



Section 1.0 GENERAL TERMS

- 1.1 The trade-in saving is available to private customers purchasing an IVT heat pump from Alto Energy Limited for use in England, Wales, Scotland, Isle of Man or Channel Islands. This offer is conditional on the trade-in of an IVT heat pump of 10 years age or more with a valid serial number, and the age of the heat pump is determined entirely from IVT's distribution record for that serial number.
- 1.2 The Recycling Scheme saving is in lieu of all other offers. Only one Recycling Scheme payment can be claimed for each heat pump traded in. We will provide a quotation for a new heat pump at our sole discretion, and we will require you to provide us with readings from the existing heat pump to ascertain the performance of the in-situ ground loop.
- 1.3 The trade-in saving will be the following:
 - 1.3.1 £800 excluding VAT for the trade-in of an IVT Greenline E-Series ground source heat pump
 - 1.3.2 £1,000 excluding VAT for the trade-in of an IVT Greenline C-Series ground source heat pump
 - 1.3.3 £400 excluding VAT for the trade-in of an IVT 300L or greater domestic hot water cylinder

Section 2.0 DELIVERY OF YOUR NEW HEAT PUMP

- 2.1 Your new heat pump will be delivered on a pallet by a third party courier. Generally your heat pump will be delivered on an 18 tonne lorry, however we can request a smaller 7.5 tonne lorry if required. Please be sure to let us know if this is required.
- 2.2 The delivery service is 'kerbside'. Kerbside delivery means that your heat pump will be delivered to the nearest safe point to your property.
- 2.3 All vehicles have a tail lift and the driver uses a hand-moved pallet trolley to offload your delivery. This means that the driver cannot lift the pallet over fences or walls, up/down steep slopes, or across loose or uneven surfaces. He cannot take the pallet any further than the pallet trolley allows.
- 2.4 All of our drivers are helpful and friendly and will do their best to get your order as close as possible to your house. It's your responsibility to make sure you have enough hands on site to move the Heat Pump from the kerbside to its final position.
- 2.5 Please ensure that you keep hold of the pallet and bolts that secure the heat pump to the pallet, as you'll need these in order to return your old heat pump to us.
- 2.6 We will do our very best to get your order to you safely, however, if you read our terms and conditions carefully you'll see that the ultimate responsibility for making sure we can access the site lies with you. If we cannot deliver first time, we'll talk to you and try to redelivery. Please be aware though that there may be a charge for this service.
- 2.7 For any questions, weights, or dimensions please contact our Logistics department.

Section 3.0 COLLECTION OF YOUR OLD HEAT PUMP

- 3.1 Once your old heat pump has been removed by your installer you must bolt and package it onto the pallet that the new heat pump was delivered on. The heat pump then must be placed in a location where our courier can collect the heat pump and load onto their vehicle. Ideally the heat pump should be in the same place that the driver delivered the new heat pump to.
- 3.2 If the heat pump is not on a pallet and/or in a position where the driver can collect then we will not be able to collect the unit for recycling. If additional collection services are required then there will be additional charges.
- 3.3 If you have any questions or would like to discuss this further then please contact our Logistics department.

Section 4.0 CONTACT US

If you need to contact us at any time or you have any queries or complaints, please contact us via Customer Service on by e-mail: info@altoenergy.co.uk, on 01993 220699, or by post to Alto Energy Limited, Orchard Works, Carterton Industrial Estate, Carterton, Oxfordshire, OX18 3EZ.

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