



Independent HIP Provider  
And  
Energy Assessors



HIPs from just £279 inc.

EPCs only £80 inc.

## HIP ORDER - Terms and Conditions

The completion of an order form (online or hard copy) and delivery of same to Stickley & Co. is taken as acceptance of these basic terms and conditions.

### **AGREEMENT**

Stickley & Co. undertakes to organise the supply of a full Home Information Pack (HIP) or Energy Performance Certificate (EPC) for the property defined in the order. During its preparation, progress can be monitored online by the client and/or Stickley & Co., and steps taken if an element of the pack appears to be suffering undue delay.

Having placed the order Stickley & Co. will contact the client to arrange payment of the HIP or EPC. Under no circumstances will the order be processed prior to payment being received. Payment can be made by credit card or cheque.

### **HIP / EPC FEES**

A compliant Home Information Pack (HIP) on a registered freehold property delivered electronically is £279inc.

Extra costs are incurred if a property is leasehold - £30inc., common hold £150inc.

Properties which are not registered or partially registered with HMLR also incur an extra cost of £35inc.

An optional hard copy, colour printed and bound - £10inc.

Energy Performance Certificate (EPC) £80inc.

### **ORDER CANCELLATION**

Once a HIP has been ordered and payment has been received, a confirmation email is generated and sent back to the client. From this point in time, costs start to accrue, and so cancellation is likely to incur some charge. Stickley & Co. will endeavour to keep these costs to a minimum and will show exactly what costs have been incurred. In the unfortunate event of a cancellation Stickley & Co. will issue a refund in the form of a cheque for the remaining balance.

### **DELIVERY**

The developing HIP will become available online instantaneously, and each constituent part of the HIP becomes viewable (as a PDF document) as soon as it is ready. The client will have an access code to be able to view it, download it, print it, or share it. If a colour printed bound hard copy has been ordered, it will be delivered by mail. Extra copies can be furnished at cost.

### **INSURANCE**

The contents of the Home Information Pack (HIP) legal searches are insured and warranted by the search providers, who are Hip Code compliant. Stickley & Co. are not liable for any issues relating to these searches. Any complaints will have to be taken up with the search providers. The Energy Performance Certificate (EPC) inspection and report carries public liability and personal indemnity insurance affected by the Domestic Energy Assessor.

### **COMPLAINTS**

In case of complaint, the first reference should be made directly to Stickley & Co. for resolution. The matter will receive a very robust examination with the aim of resolving it efficiently and satisfactorily. To request a copy of the complaints policy, please make contact at [info@stickleyandco.co.uk](mailto:info@stickleyandco.co.uk)

For further information or to arrange an appointment

Telephone **01373 466126** Mobile **07814 034199** Email: [info@stickleyandco.co.uk](mailto:info@stickleyandco.co.uk)