

Terms and Conditions

These Terms and Conditions (“Terms”) apply to your use of www.nuviraeearth.co.uk and www.nuviraeearth.com (“Sites”), operated by NuVira Earth Systems Ltd (“NuVira Earth”, “we”, “us”, “our”). NuVira Earth Systems Ltd is a private limited company registered in England and Wales:

- Company number: 16588791
- Registered office: 56 Guildford Street, Chertsey, England, KT16 9BE

By using this Site or purchasing any products or services (“Products”) from us through the Site, you agree to be bound by these Terms. Please read them carefully.

Use of your personal information is governed by our Privacy Policy, which forms part of these Terms.

We may update these Terms from time to time by publishing the updated version on the Site.

1. Terms of Use

1.1 Accessing the Site

You are responsible for ensuring your device, software and internet connection meet the technical requirements necessary to access and use the Site.

We may restrict access to certain features, parts of the Site, or the entire Site for maintenance, updates, or operational reasons.

We do not guarantee uninterrupted or error-free availability of the Site.

1.2 Account Registration

Some features may require you to create an account. You agree to:

- provide accurate and complete information
- keep your login details confidential
- notify us immediately of any suspected unauthorised access

We may disable your account if we believe you have breached these Terms.

1.3 What You May Do You may:

- view, copy, and print content from the Site for personal, non-commercial use
- use the Site for legitimate business enquiries related to NuVira Earth's Products

Additional terms may apply to specific services or features.

1.4 What You May NOT Do You must NOT:

- reproduce, store, scrape, or distribute Site content without permission
- modify or interfere with the Site or security systems
- create misleading links to our Site
- use the Site for unlawful, harmful, defamatory, or abusive purposes
- upload viruses or harmful code
- use automated tools (bots, scrapers, crawlers) without prior permission

Breaching these terms may result in immediate restriction of access.

1.5 Intellectual Property

All intellectual property rights in the Site's content - including text, images, software, trademarks, product descriptions and logos - belong to NuVira Earth or our licensors. You acquire no ownership rights by using the Site.

1.6 User-Generated Content

Where the Site allows reviews, comments, or other submissions ("User Content"), you agree that:

- you are solely responsible for the content you submit
- User Content must not be unlawful, offensive, misleading, or infringe thirdparty rights
- we may remove or edit User Content at our discretion

You grant NuVira Earth a worldwide, royalty-free licence to use, display, modify, and distribute such User Content.

1.7 External Links

The Site may include links to third-party websites. We are not responsible for:

- their content
- their availability

- any loss arising from your use of them Links do not imply endorsement.

2. Terms of Supply (Online Purchases)

These Terms of Supply apply to all online purchases made through our Site for NuVira Earth's solar panels, inverters, EV chargers, battery storage systems, and related products.

2.1 Ordering

By placing an order, you confirm you are:

- at least 18 years old
- legally capable of entering a binding contract

After submitting your order, you will receive an acknowledgement email, but the order is only accepted when we issue an Order Confirmation.

2.2 Delivery

We deliver throughout the United Kingdom unless otherwise specified. Delivery times will be indicated at checkout or in your Order Confirmation.

Your Products may be delivered by certified couriers and may require a signature.

Risk passes to you upon delivery. Ownership passes once full payment is received.

2.3 Delivery Outside the United Kingdom

Where international delivery is offered, you are responsible for:

- customs checks
- import duties
- taxes
- compliance with local laws

2.4 Pricing & Payment

Prices on the Site include VAT unless stated otherwise. Delivery charges are shown at checkout.

We may correct pricing errors and decline orders where necessary.

Payment methods include major debit/credit cards and bank transfers.

2.5 Product Information

We strive to ensure accuracy of descriptions, technical specifications, and images. However, colours, finishes, or details may vary depending on your device.

2.6 Warranty

All NuVira Earth's Products come with a manufacturer's warranty, the details of which are provided separately with each Product.

The warranty covers defects in materials or workmanship and excludes:

- improper installation
- misuse
- unauthorised modifications
- normal wear and tear

2.7 Consumer Right to Cancel (14 Days)

If you are a UK consumer, you have the right to cancel your order:

- at any time before delivery, and
- within 14 days after receiving the Products

You must return the Products in their original condition.

Refunds will be issued within 14 days of receiving the returned items.

2.8 Faulty or Damaged Products

If your Product is faulty or damaged, notify us as soon as possible.

You may be entitled to repair, replacement, or refund under UK consumer law.

This does not affect your statutory rights.

3. Embedded Software & Connectivity

Certain NuVira Earth Products (e.g., EV chargers, inverters, batteries) include embedded firmware or software.

You are granted a non-exclusive licence to use the software only as necessary to operate the Product.

You must not:

- reverse engineer
- modify
- copy
- distribute
- interfere with firmware updates

4. Limitation of Liability

Nothing in these Terms limits our liability for:

- death or personal injury caused by negligence
- fraud or fraudulent misrepresentation
- your statutory rights under the Consumer Rights Act 2015 To the maximum extent permitted by law:
 - we are not liable for business losses, loss of profits, data, goodwill, or indirect or consequential losses
 - our total liability arising from any order is limited to the price you paid for the Product

5. Security

While we take reasonable steps to secure our systems, we cannot guarantee:

- uninterrupted service
- virus-free content
- protection against all cyber threats

You are responsible for maintaining your own security protections.

6. Data Protection

Processing of personal data is governed by our Privacy Policy, compliant with:

- UK GDPR
- Data Protection Act 2018

You must ensure any personal data shared with us is accurate and lawful.

7. Miscellaneous

- These Terms are governed by English law.

- Disputes shall be resolved in the courts of England and Wales, unless you reside in Scotland or Northern Ireland, where you may use local courts.
- If any part of these Terms is found invalid, the remainder shall continue in force.
- You may not assign your rights under these Terms.
- We may update or modify these Terms without prior notice.

8. Contact Us

For questions regarding these Terms or your order, please contact:

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Chertsey
KT16 9BE
United Kingdom

Email: info@nuviraearth.co.uk

Phone: 020460202025