

THERMO TECHNICA

TERMS AND CONDITIONS OF SALE

Document	TT-SALE-001	Version	2.0
Effective	15 September 2026	Applies to	Consumer website sales

IMPORTANT — INSTALLATION, WARRANTY AND STATUTORY RIGHTS

Products must be installed, commissioned, used and maintained in accordance with the manufacturer's instructions, applicable law and any Thermo Technica requirements stated for that product. Where a Thermo Technica Designated Installer requirement applies, compliance is a condition of the voluntary Extended Warranty. Failure to satisfy a voluntary warranty condition does not remove or restrict statutory consumer rights.

1. About us and these Terms

These Terms and Conditions apply to consumer purchases of goods through www.thermotechnica.com.

The contracting supplier is Crystal Technica Ltd, registered in England and Wales under company number 05229119, with registered office at 4 Brunel Buildings, Brunel Road, Newton Abbot, Devon, TQ12 4PB. Thermo Technica is used as a trading/brand name on the Website.

Contact: info@crystaltechnica.com | 01626 214780.

By placing an order you agree to these Terms. You must be at least 18 years old and legally capable of entering into a contract.

These Terms are intended for consumers acting wholly or mainly outside their trade, business, craft or profession. Business purchases may be subject to separate trade terms.

2. Product information and OEM references

We take reasonable care to ensure product descriptions, specifications, photographs and compatibility information are accurate. Minor differences in appearance, packaging or specification may occur where they do not materially affect the product.

OEM names, trademarks and part numbers are used for identification and compatibility reference only unless expressly stated otherwise. Replacement products are not represented as authorised, sponsored or endorsed by an OEM merely because an OEM reference is shown.

You are responsible for checking that information or specifications you provide for made-to-order or specially configured goods are accurate.

3. Orders and contract formation

Displaying goods on the Website is an invitation to place an order and is not, by itself, acceptance of your order.

A binding contract is formed when we expressly accept the order, normally by issuing an Order Confirmation.

We may refuse or cancel an order before acceptance where goods are unavailable, a pricing or description error is identified, payment cannot be authorised, or we reasonably suspect fraud or misuse.

You must check your Order Confirmation and notify us promptly of any error.

4. Prices and payment

Prices are those shown on the Website when the order is placed unless another price is expressly agreed in writing. Consumer prices include VAT where applicable. Delivery and other charges will be shown before the order is submitted.

Payment must be made using a payment method offered at checkout. We may take or authorise payment before dispatch.

5. Delivery, ownership and risk

We will deliver to the agreed delivery location within the period stated at checkout or otherwise agreed. Where no period is agreed, consumer orders will be delivered without undue delay and in accordance with applicable consumer law.

Risk passes to you when the goods are delivered to you or to a person you nominate to receive them, subject to applicable consumer law. Ownership passes when we have received payment in full, subject to applicable law.

International deliveries may attract import duties, taxes, customs charges or local fees. Unless expressly included, the recipient is responsible for them.

6. Consumer right to cancel

For most online purchases, a consumer has the right to cancel without giving a reason within 14 days beginning on the day after the consumer, or a nominated person other than the carrier, receives the goods. Where an order is delivered in separate lots, the period normally runs from receipt of the last lot.

To cancel, contact us with a clear statement of your decision. You may use the model form at the end of these Terms, but you do not have to use a particular form.

Cancellation rights are subject to statutory exceptions, including certain made-to-specification or personalised goods, rapidly deteriorating goods, sealed hygiene goods once unsealed, and goods inseparably mixed with other items after delivery.

Nothing in this section affects rights arising because goods are faulty, misdescribed or otherwise do not conform to the contract.

7. Returns following cancellation

If you cancel under the statutory cooling-off right, you must normally return the goods without undue delay and no later than 14 days after telling us you are cancelling.

Unless we agree otherwise or the law requires us to bear the cost, you are responsible for the direct cost of returning cancelled goods.

You may inspect goods as you reasonably could in a shop. We may make a lawful deduction for diminished value caused by handling beyond what is necessary to establish the nature, characteristics and functioning of the goods.

Where applicable, we will reimburse sums due following cancellation, including the cost of our least expensive standard delivery option, within the statutory time limits. We may withhold reimbursement until we receive the goods back or evidence that they have been sent back, whichever occurs first.

Refunds will normally be made using the original payment method unless otherwise agreed.

8. Faulty goods and statutory rights

We have a legal duty to supply goods that conform to the contract. Consumer goods must, where applicable, be of satisfactory quality, fit for their normal purpose and any particular purpose properly made known to us, and match their description.

Your remedies for faulty or non-conforming goods are governed by applicable consumer law. These rights exist independently of any manufacturer's guarantee or Thermo Technica voluntary warranty.

No provision of these Terms or our warranty documents excludes, restricts or replaces rights that cannot lawfully be excluded or restricted.

9. Thermo Technica warranties

Some products may be supplied with a Thermo Technica Standard Warranty and, where expressly offered and all eligibility requirements are met, a Five-Year Extended Warranty.

The Extended Warranty is a voluntary contractual benefit additional to statutory rights. Eligibility, registration deadlines, installation requirements, exclusions, habitation-check requirements, transfer conditions, claims procedure and cessation provisions are governed by the current Thermo Technica Customer Warranty Policy and Warranty Terms & Conditions applicable to the product.

Products not marked as Five-Year eligible do not acquire five-year cover merely because they are registered.

Where annual habitation checks are required for Extended Warranty cover, they must be completed within the required period by a suitably qualified/certified company or individual in accordance with the applicable Warranty Policy.

For an LPG-connected Thermo Technica Combi, the voluntary 12-month Standard Warranty requires LPG installation, connection, commissioning and required safety testing by a competent installer holding current competence appropriate to LPG work in the intended leisure-vehicle application. For private touring caravans, motorhomes and campervans, current relevant STGW competence is accepted; an appropriately qualified AWS workshop/mobile technician is also acceptable where their competence covers the work. DIY LPG connection, alteration, commissioning or safety testing does not qualify for the voluntary Standard Warranty. The Five-Year Extended Warranty is subject to the additional Thermo Technica Designated Installer Requirements. Where Gas Safe registration is required by law, the installer must hold the appropriate Gas Safe registration and relevant LPG/appliance competencies. These voluntary warranty conditions do not affect statutory consumer rights.

Commercial use, rental, hire or hire-and-reward use is excluded from the Five-Year Extended Warranty where stated in the applicable Warranty Policy.

Warranty registration, certificates, status and claims may be managed through the customer's online account.

10. Installation, use and safety

You must follow the manufacturer's instructions, warnings, technical requirements and applicable laws when installing, commissioning, operating, maintaining or repairing goods.

Where specialist competence is required by law or by the applicable Thermo Technica voluntary warranty conditions, the work must be performed by a person holding the relevant current competence, qualification or certification. For LPG-connected Combi products, the specific installer requirements in section 9 apply.

Thermo Technica may specify additional installation or commissioning requirements as conditions of a voluntary warranty. Those conditions do not alter separate legal obligations applying to the work.

We are not responsible for damage caused by misuse, incorrect installation, unauthorised modification, failure to follow instructions, unsuitable ancillary equipment or maintenance failures to the extent permitted by law.

11. Returns, RMA and warranty claims

Returns and warranty claims may be administered through our RMA/Returns and Warranty systems. An RMA reference does not itself establish that a product is faulty or covered by warranty.

We may reasonably require order details, product identification, serial number, photographs, diagnostic information, installation/commissioning evidence or other information necessary to assess a claim.

Statutory consumer rights are not conditional on obtaining a voluntary warranty or registering for the Five-Year Extended Warranty.

12. Product resources and Knowledge Base

Manuals, instructions, technical information, Knowledge Base articles and other resources may be made available through the Website or the customer's account.

These resources assist correct selection, installation, operation and maintenance. Instructions supplied with or expressly applicable to the particular product take priority over general guidance where there is a conflict.

13. Privacy and communications

We process personal data in accordance with our Privacy Policy and applicable data-protection law, including the UK GDPR and Data Protection Act 2018.

We may send transactional communications necessary to administer orders, deliveries, warranty registrations, claims, returns, safety information and account services. Marketing communications are handled separately in accordance with applicable law and your preferences.

14. Liability

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or mandatory consumer rights.

If you are a consumer, we are responsible for losses that are a foreseeable result of our breach of contract or failure to use reasonable care and skill, subject to applicable law.

We are not responsible for business losses suffered by a consumer where goods were purchased wholly or mainly for private use.

15. Events beyond reasonable control

We are not responsible for delay or failure caused by events beyond our reasonable control to the extent permitted by law. We will take reasonable steps to minimise the effect and communicate material delays where practicable.

This does not remove any statutory right you may have to end the contract where delivery is materially delayed.

16. Complaints and dispute resolution

If you have a complaint, contact info@crystaltechnica.com or 01626 214780. We aim to acknowledge and address complaints promptly.

Where an applicable alternative dispute resolution procedure is available or legally required, information about the relevant procedure will be provided as required by law.

17. Governing law and jurisdiction

These Terms and any non-contractual matters arising from them are governed by the law of England and Wales.

If you are a consumer resident elsewhere in the United Kingdom, you retain mandatory protections and rights to bring proceedings in courts available to you under applicable law.

18. General

If any provision is invalid or unenforceable, the remaining provisions continue in effect. A delay in exercising a right does not necessarily waive that right.

We may update these Terms for future orders. The version applicable to your order is the version made available when the contract is formed.

These Terms should be read with the Privacy Policy, Returns/RMA information, Customer Warranty Policy and Warranty Terms & Conditions where applicable.

Schedule 1 — Model cancellation form

Complete and return this form only if you wish to cancel an eligible consumer contract. You may instead make any other clear statement of cancellation.

To	Crystal Technica Ltd / Thermo Technica, 4 Brunel Buildings, Brunel Road, Newton Abbot, Devon, TQ12 4PB; info@crystaltechnica.com
Notice	I/We hereby give notice that I/We cancel my/our contract of sale for the following goods:
Order number	
Ordered on / received on	
Consumer name	
Consumer address	
Signature and date (paper form only)	