TERMS AND CONDITIONS FOR SOLAR PANEL INSTALLATION SERVICES

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Final Acceptance and Sign-Off

1. Definitions and Interpretation

1.1. Key Terms Used in This Agreement

To keep everything as clear as possible, here is what we mean when we use these terms throughout this document:

- **"The Company", "We", "Us", or "Our" refers to your clean energy partner, our registered business, and our authorised installation teams.**
- **"The Customer", "You", or "Your" refers to the property owner, householder, or person signing this contract to purchase our goods and services.**
- **"The System" refers to the complete bespoke solar PV, battery storage, inverter, EV charger, and associated electrical/structural equipment we are installing at your home.**
- **"The Contract" means the signed agreement between You and Us, including these Terms and Conditions, your customized System Design Quote, and any official site survey notes.**
- **"DNO" stands for the Distribution Network Operator, the utility company responsible for the physical electricity grid in your local region.**
- **"MCS" refers to the Microgeneration Certification Scheme, the official UK standards body that certifies the quality and safety of low-carbon energy technology installations.**

1.2. Understanding the Legal Language

Any headings we use in this contract are purely to help you navigate the document and do not affect the legal interpretation of the terms. If we refer to "writing" or "written," this includes formal letters sent by post as well as digital communications sent via email.

2. Contract Formation and Agreement

2.1. How This Contract Becomes Active

Our partnership officially begins when the following steps have been completed:

1. **You accept our System Design Quote and sign this agreement.**
2. **You pay your initial security deposit as outlined in your quote.**
3. **Your deposit cleared funds hit our bank account.**

Once these points are ticked off, we will formally allocate your hardware from our stock and schedule your technical site survey.

2.2. Your Cancellation Window Upon Signing

As detailed in Section 14, you have a statutory 14-day cooling-off period from the day you sign this agreement. During this window, you can cancel the contract for any reason and receive a swift, 100% full refund of your deposit, with absolutely no questions asked.

3. Technical Site Survey and Structural Assessments

3.1. The Purpose of Our Technical Survey

Before we order scaffolding or mount brackets to your roof, we must ensure your home is physically and electrically ready for solar generation. We will send a qualified technical surveyor to inspect your property's roof timbers, existing tiling, electrical consumer unit, and earthing arrangements.

3.2. Structural Integrity of Your Roof

Your roof must be structurally capable of carrying the physical weight of your solar array and resisting extreme wind loads. Our survey includes a detailed visual assessment of your internal rafters and structural support beams. In some cases, we may submit these dimensions to a chartered structural engineer for formal calculations.

3.3. Hidden Electrical Obstacles

We will inspect your current domestic consumer unit (fuse box) to verify it complies with modern UK wiring regulations (BS 7671). We must ensure there is sufficient space to install our dedicated solar and battery circuit breakers and safety isolators.

3.4. Correcting Pre-existing Defects

If our surveyor discovers any pre-existing defects—such as loose roof tiles, rotting timber battens, damaged roofing felt, or non-compliant electrical earthing—we cannot safely proceed with the installation until these are put right. Correcting these pre-existing issues remains the Customer's responsibility.

3.5. Survey Sign-off Procedure

Following the survey, we will issue a technical sign-off report. If our surveyor confirms your property is ready to rock, we will green-light your project and move straight to the grid application stage.

3.6. Unsafe or Incompatible Properties (Pre-Installation Cancellation)

If our surveyor discovers that your property is fundamentally unsuitable for a solar installation (for example, if the roof requires a complete structural rebuild or has severe, unfixable structural issues), we will discuss this with you. If you choose not to proceed with the necessary major building repairs, the contract will be cancelled. We will refund your deposit, deducting a flat, fair fee of £250 to cover our surveyor's professional time and travel costs.

3.7. Discovery of Mid-Installation Structural Defects

On very rare occasions, severe structural issues (such as rotten rafters or completely degraded roofing felt) may only become visible *after* we physically lift your roof tiles during installation. If this occurs, we must pause work immediately for safety. You can choose to have your own roofer fix the issue, or ask us to manage it for you (see our Concierge Service in Section 4.3). If you choose to cancel the project at this mid-construction stage rather than repair the roof, you will only be

responsible for covering our direct, unrecoverable out-of-pocket mobilization expenses (such as scaffolding delivery and setup), which we will deduct fairly from your deposit.

3.8. Asbestos Discovery & Safe Abatement

- **If our surveyor or installation team discovers materials suspected of containing asbestos (commonly found in older textured ceilings, loft insulation, garage roofs, or soffits), we are legally required to halt all work immediately.**
- **The Customer is solely responsible for arranging and paying for a certified specialist to test, contain, or safely remove the asbestos. Our 2-month installation guarantee will be paused during this time, and we will resume your installation only once you provide us with an official clean air clearance certificate.**

3.9. Clear Access to Roof Space (Loft Clutter)

- **To safely inspect your roof timbers and run our high-voltage cables, our surveyors and installers must have clear, unobstructed access to your loft. It is the Customer's responsibility to clear a safe path and work area within the loft before we arrive.**
- **If our team cannot safely access the rafters due to excessive stored items, heavy clutter, or boarding, we may have to reschedule your installation, which may incur a rescheduling fee as detailed in Section 8.4.**

3.10. Locked-In Layouts: No Late-Stage Changes

- **Your final panel layout and component placement are locked in and officially signed off during your technical survey. Because our structural calculations and hardware orders are tailored strictly to this plan, we cannot accept any changes to the layout or panel positions on the day of installation.**

4. Quotations, Pricing, and the Concierge Service Fee

4.1. Validity Period of Our Quotations

The prices quoted in your bespoke System Design Proposal are guaranteed for 30 days from the date of issue. If the contract is not signed and returned within this period, we reserve the right to adjust our pricing to reflect fluctuating wholesale market costs for solar hardware.

4.2. Our Transparent Pricing Policy

We believe in honest, upfront pricing with no hidden surprises. Your quotation details exactly what is included: scaffolding, hardware, electrical cabling, certifications, and labor. The price we quote is the price you pay, subject only to any structural or grid challenges uncovered during the site survey.

4.3. The Concierge Fix: Our 20% Administrative Management Fee

If our survey or installation process reveals that your property requires specialized third-party trade repairs before we can install your system (such as advanced roofing repairs, custom brickwork reconstruction, internal wall chasing, plastering, or specialized network cabling), we want to make your life as stress-free as possible.

- **You are always welcome to source and manage your own local tradespeople to complete these works.**
- **Alternatively, you can opt for our "Concierge Fix" service. We will source a vetted, fully insured local specialist, schedule their visits, and project-manage their work to ensure it integrates seamlessly with our solar plans. To cover our professional coordination, administration, and project liability, we will simply add a standard 20% management fee to the direct trade invoice cost of these works.**

4.4. Post-Order Component Changes & Restocking Fees

- **When you sign your contract, your specific hardware is reserved and ordered from our suppliers. If you request a change to your system size, panel brand, or battery capacity after this order has been placed, we reserve the right to pass on any direct manufacturer restocking fees or delivery charges incurred, alongside a standard £150 administration fee to recalculate your system designs.**

4.5. Changes in Government VAT Legislation

- **Our quotations are based on the UK VAT rules in place at the time of your quote. In the highly unlikely event that the UK government changes the VAT rate or eligibility criteria for energy-saving materials (such as solar or battery storage) between your contract signing date and your physical installation date, the final invoice price will be adjusted to reflect the legal VAT rate required at the time of tax point/installation.**

5. Payment Terms, Deposits, and Milestones

5.1. Protecting Your Deposit

Your deposit is your hard-earned money, and we protect it fully. All customer deposits are securely registered with a recognized, independent consumer protection deposit scheme, ensuring your funds are 100% safe from the moment you pay until your system is fully commissioned.

5.2. Stage Payment Milestones

To keep cash flow fair and balanced, our standard payment schedule is split into clear, transparent project milestones:

- **Deposit (Milestone 1): Paid upon signing to secure hardware and initiate surveys/DNO applications.**
- **Pre-Installation (Milestone 2): Paid once survey is approved and installation dates are booked.**

- **Completion (Milestone 3): The final balance is due immediately upon physical installation, safety testing, and active commissioning of the system on site.**

5.3. Late Payment Charges and Work Suspensions

Our local business relies on timely payments to pay our hardworking tradespeople and suppliers.

- **If any milestone payment is delayed by more than 7 days, we reserve the right to pause all work, delay your installation dates, or withhold your final MCS certification until your account is fully up to date.**

- **We reserve the right to charge interest on late balances at a rate of 4% per annum above the Bank of England base rate, calculated daily from the invoice due date until the payment is cleared.**

6. Grid Connections (DNO Approval) and Planning Permissions

6.1. Managing the Grid Application Process

To legally feed green energy back into the UK power grid, we must obtain formal permission from your local Distribution Network Operator (DNO). Our back-office team will handle all the complex technical paperwork and submit this application on your behalf as part of our service.

6.2. G98 vs. G99 Grid Applications

- **G98 Applications: For smaller, standard solar setups, we can often connect under a simple "fit-and-inform" G98 application, which does not delay project timelines.**

- **G99 Applications: If you are installing a larger system with high-capacity battery storage or multiple inverters, we must submit a G99 application. The DNO can take between 10 to 30 days (and occasionally longer in overloaded grid areas) to review and approve these. We cannot book your physical installation date until this formal written approval is safely in our hands.**

6.3. Local Authority Planning Permissions & Listed Buildings

Most residential solar installations fall under "Permitted Development" rules, meaning they do not require formal planning permission from your local council. However, if your home is a Grade I or II Listed Building, is situated in a designated Conservation Area, or falls under specific local planning restrictions:

- **It is the Customer's sole responsibility to check with the local authority and secure any necessary planning approvals or Listed Building Consent before we begin works.**

- **The Company accepts no liability for planning enforcement actions or fines if you instruct us to install hardware without having the correct local planning consents in place.**

7. Installation Logistics, Site Access, and Safety

7.1. Setting the Stage: Parking, Power, and Utilities

To complete your installation safely and efficiently, we need a little bit of help setting the stage before our vans arrive:

- **Parking Space: We require dedicated parking spaces directly outside or incredibly close to your property for at least two of our large commercial cargo vans to allow our team to safely unload heavy components.**
- **Basic Utilities: Our team will need continuous, free access to standard domestic mains power (plug sockets) and clean tap water during working hours.**
- **Clear Working Areas: You must ensure that all access routes, hallways, electrical cupboards, and the areas directly beneath your roof gutters are kept completely clear of personal belongings, cars, and general clutter.**

7.2. Safe Delivery & On-Site Equipment Custody

Because solar panels, battery racks, and hybrid inverters are highly valuable and complex electrical goods, we coordinate deliveries carefully.

- **If materials are delivered to your property a day or two prior to installation, they must be stored in a dry, secure, ground-floor location such as a locked garage, secure outbuilding, or inside your home.**
- **Once delivered, the safe custody of these components becomes the Customer's responsibility. You must protect them from accidental damage, weather exposure, or theft until our installers arrive to mount them.**

7.3. Scaffolding Logistics & Twin Sign-off Timelines

Working at height is inherently dangerous, and we refuse to compromise on the safety of our installers. We will always install professional, fully certified scaffolding to access your roof.

- **The Twin Sign-Off Rule: To keep our scheduling running smoothly, we treat the scaffolding erection and the actual solar panel installation as two separate, independent operational events.**
- **This means your scaffolding will frequently be put up several days before our installers arrive, and may remain standing for a short period after we leave. Your project timeline is managed to ensure this scaffold window is kept as short and neat as humanly possible.**

7.4. Loving Your Neighbours: Boundary Lines & Scaffolding Overhangs

We want to keep your relationship with your neighbours as sweet as possible! If your house is a semi-detached or terraced property, or built close to your boundary lines, our scaffolding tubes or safety netting will inevitably need to slightly overhang or physically rest on your neighbour's side of the boundary.

- **It is the Customer's sole responsibility to discuss this with your neighbours, explain the safety requirements, and obtain their friendly written permission for temporary scaffolding access before our scaffolding partner arrives.**

- **If our scaffolding crew arrives and is turned away by a neighbour due to a lack of prior permission, the late postponement and restocking fees detailed in Section 8.4 will apply.**

7.5. Keeping Everyone Safe: Exclusion Zones

A solar installation is an active, heavy construction site. We operate strict health and safety protocols to protect your household and our crew:

- **During physical lifting and high-altitude roof work, our site manager will establish a clear, ground-level exclusion zone beneath the scaffolding.**

- **For your safety, the Customer, family members, visitors, and pets must strictly avoid this exclusion zone and follow all safety signs and instructions from our team.**

7.6. Leaving Your Home Spotless: Waste & WEEE Regulations

We respect your home and promise to leave it tidy. We will collect, pack, and sweep up all cardboard boxes, plastic packaging, and wire trimmings generated by our installation.

- **All waste we produce is disposed of in strict accordance with UK Waste Electrical and Electronic Equipment (WEEE) regulations and local environmental laws.**

- **We will arrange for all packaging and old equipment to be cleared from your property within 48 hours of your system being commissioned.**

7.7. Driveway Access and Vehicle Obstructions

- **Our installation teams and scaffolding crews require close, continuous access to your property. While we always try to be mindful of your routine, our vans and scaffold poles may temporarily block your private driveway, garage doors, or electric vehicle charging ports during working hours.**

- **The Customer must ensure that any vehicles required during the day are moved clear of the property before our teams arrive. The Company accepts no liability for any inconvenience or alternative parking costs incurred if vehicles are blocked in.**

7.8. Scaffolding Removal Timelines

- **To keep our pricing competitive, we work with trusted, independent scaffolding partners. Because scaffolding erection and removal require specialized vehicles and separate scheduling, the scaffolding structure may remain on your property for up to 7 to 10 working days after our solar installation is complete. We will coordinate this to ensure it is dismantled and cleared as quickly as possible.**

7.9. Driveway Load Limits and Block Paving

- **Heavy delivery trucks and scaffolding vehicles must occasionally pull onto your driveway to unload heavy items like batteries and mounting rails. The Customer must notify us in advance if there are any weight limits, delicate block-paving, hollow sub-bases, or fragile decorative stones on the driveway.**

- **While we take every reasonable precaution, the Company cannot be held liable for minor surface settling, block shifting, or hairline cracking of domestic driveways caused by the standard weight of delivery and construction vehicles.**

7.10. Fragile Garden Items and Active Work Zones

- **The area directly beneath your roof gutters is classed as an active construction zone while scaffolding is erected and solar panels are lifted. The Customer must clear this zone of all fragile garden ornaments, patio furniture, potted plants, or children's toys prior to our arrival.**

- **While we are extremely careful, the Company accepts no liability for accidental damage to fragile items that were left in the designated work zone against our instructions.**

8. Timelines, Project Delays, and Force Majeure

8.1. From Signing to Sunshine: Our Installation Guarantee & Lead Times

We want to get your home generating clean energy as quickly and smoothly as possible! To give you total peace of mind and ensure you aren't kept waiting indefinitely, we provide a clear installation timeline guarantee.

Your bespoke installation journey officially begins once three essential behind-the-scenes checkpoints have been successfully ticked off:

1. **We have completed your physical technical site survey with a green light (as detailed in Section 3).**

2. **We have received formal structural engineering sign-off for your roof structure.**

3. **Your local Distribution Network Operator (DNO) has granted formal written approval to connect your solar system to the power grid (which can take between 10 to 30 days depending on your local network utility).**

Our 2-Month Promise: Once *all three* of these checkpoints are fully cleared, the clock officially starts. We guarantee to complete your physical system installation within 2 months of this date.

- **Bad Weather Extensions: Because your safety and the integrity of your roof are paramount, this 2-month window will be automatically extended by any days where installation is impossible due to severe British weather (such as heavy rain, high winds, snow, or frost, as detailed in Section 8.3).**

- **Your Right to Cancel: In the highly unlikely event that we fail to install your system within this 2-month window (plus any fair bad-weather extensions), you have the absolute right to cancel the contract immediately and receive a 100% full refund of your deposit, with no administration fees or questions asked. We love keeping our promises, so we will do everything in our power to ensure your vans arrive well before this deadline!**

8.2. Keeping to the Plan: Project Timelines

When we book your definitive installation dates, we will provide you with a realistic estimate of how long the on-site work will take (typically 1 to 3 working days, depending on the size of your array).

- **Because custom electrical and structural works can occasionally reveal unexpected structural or wiring quirks, these timelines are helpful targets rather than rigid guarantees.**
- **Our team will always keep you fully updated via text, phone, or email if we are running ahead of schedule or need a little extra time to complete our final quality checks.**

8.3. Dealing with the British Weather & External Delays

We love the British countryside, but we certainly cannot control the British weather! Working on a high-pitched roof during heavy downpours, high winds, freezing frost, or snow is incredibly dangerous for our installers and poses a water-ingress risk to your home.

- **If our site manager decides the weather is unsafe, we will temporarily pause the roof work to protect both our crew and your property, resuming the moment it is safe to do so.**
- **Delays caused by severe weather, unexpected manufacturer component shortages, or local network operator (DNO) backlogs are classed as excusable delays and will extend our 2-month installation window by the exact number of days impacted. We will always fast-track your project to the next available dry or clear slot.**

8.4. Changing Your Plans (Rescheduling & Postponement Fees)

We completely understand that life can throw a curveball, and sometimes you may need to change your installation date. Because we lock in our highly skilled installation crews and scaffolding teams exclusively for your project weeks in advance, last-minute changes mean these hardworking professionals lose their daily income.

To be completely transparent, we do not make a single penny of profit on these fees. They are strictly in place to protect our local team and cover the minimal, unrecoverable costs of paying their guaranteed trade wages for that lost day.

To keep things as fair as possible, the following transparent tiered fees apply if you need to reschedule or postpone your booking:

- **More than 48 hours' notice: Completely free. We will happily move your slot to a better time with absolutely no fee.**

- **Between 48 hours and 12:00 PM (noon) the day before your booking: £350.**
- **Between 12:00 PM (noon) and closing time (5:00 PM) the day before your booking: £555.**
- **On the day of arrival / Cancellation upon site arrival: £800.**

Important Note on Scaffolding: Please keep in mind that the scaffolding erection and the actual solar installation are treated as two separate, independent events. Because our scaffolding team operates as a dedicated crew booking their own exclusive slots, these exact same tiered fees apply independently to the postponement or cancellation of your scheduled scaffolding installation day.

8.5. Extreme Events Beyond Our Control (Force Majeure)

Neither you nor the Company shall be held responsible for any failure or delay in delivering on this contract if the delay is caused by an extraordinary event completely out of human control. This includes natural disasters, acts of Gods, war, national strikes, widespread industrial fuel shortages, global pandemics, or government-mandated lockdowns. If an extreme event like this pauses our project for more than 60 consecutive days, either of us can gracefully choose to terminate the agreement with a fair financial settlement for any physical work or materials already delivered to your site.

9. Property Damage, Roof Integrity, and Remediation

9.1. Property Snapshots: Our Pre-Work Survey

Before our boots touch your roof tiles or our drills touch your walls, our installation team will take a few quick, high-resolution photographs of your property's interior and exterior. This is a standard check that allows us to document the pre-existing condition of your roof, ceilings, plasterwork, and brickwork. This ensures total transparency and complete protection for both your beautiful home and our business.

9.2. Major Retrofitting Works: Setting Realistic Expectations

We want to be completely upfront with you: installing a custom solar array and battery setup is a major, intrusive structural and electrical construction project. While our teams take immense care to respect your home, a project of this scale has natural limitations, and a certain amount of minor disruption must be expected.

- **Cosmetic Wear and Tear: Minor cosmetic scuffs, faint surface dust, or tiny superficial scratches to walls and paintwork can occasionally happen as heavy equipment is moved through narrow spaces. These are a natural, unavoidable part of any building job. We are absolutely not running away from our responsibilities—if we cause significant or negligent structural damage, we will always put it right immediately—but minor, superficial wear and tear is a realistic limitation of this kind of home upgrade.**

9.3. Roof Care, Tile Colour Matching, and Weather-Tightness

We know that your roof is the most important shield your home has against the British weather.

- **Our Free Tile Replacement Guarantee: When installing a solar array, it is a completely normal part of the construction process for a few older or brittle roof tiles to occasionally crack or break under the physical pressure of the work. Our installation vans always carry a stock of standard replacement roof tiles, and we will replace any tiles that crack or break during our work immediately, completely free of charge.**

- **The Colour Match Limitation: Please note that while we always source high-quality replacement tiles, it is physically impossible to buy brand-new tiles that perfectly match the natural weathering, fading, or moss patina of a 10, 20, or 30-year-old roof. We will always ensure a close, similar colour match to keep your roof looking uniform, but a slight visual difference between old and new tiles is a normal limitation of retrofitting works.**

- **Leak Protection: We guarantee that our mounting systems and roof anchors will leave your roof fully weather-tight. In the highly unlikely event that a leak develops as a direct result of our physical installation during your workmanship warranty period, we will come out and repair it entirely at our expense.**

- **The Concierge Fix: If we lift your tiles and discover a pre-existing leak or degraded roofing felt that needs a major structural fix before we can safely continue, we can pause the job and help you sort it out. You can bring in your own roofer, or you can ask us to handle it. For a simple 20% management fee on top of the roofer's direct invoice, we will source a trusted local roofing contractor, manage their work, and get your solar install right back on track.**

9.4. Scaffolding Anchors & External Brickwork

To comply with strict UK health and safety laws and ensure stability in high winds, our scaffolding partners frequently have to physically anchor safety tubes directly into your property's external brickwork using heavy-duty wall ties.

- **When the scaffolding is dismantled, our team will neatly fill these small anchor holes with standard mortar or weatherproof sealant.**

- **Because your original mortar and brickwork have weathered over the years, these filled holes may leave a slight, visible patch mark on the external wall. This is a standard safety requirement of the construction industry and is not classed as property damage.**

9.5. Internal Routing, Trunking, and Cosmetic "Making Good"

To connect your brand-new solar panels down to your inverter, battery storage, and consumer unit, we will need to drill essential cable pathways through external walls and internal ceilings. We always prioritize safety, efficiency, and strict UK wiring regulations when choosing a path.

- **Standard Finish: All external holes are securely sealed with professional, weatherproof silicone and fitted with neat grommets. Internally, all heavy-duty cabling is safely housed inside standard surface-mounted PVC conduit or white plastic trunking run via the most direct, practical routes.**

- **Cosmetic Fine Details: While we always aim to keep things looking sharp, our standard installation does *not* include fine plastering, structural filling, wallpapering, or custom painting. If a cable run requires a bit of cosmetic touching up to match your current decor, this remains the Customer's responsibility.**

- **The Concierge Fix: If you want your installation to be completely invisible and prefer cables to be chased deep into your internal plaster walls, just let us know before we start! For our standard 20% management fee added to the trade invoice, we will happily hire, schedule, and project-manage a professional plasterer and decorator to leave your walls looking pristine and freshly finished.**

9.6. Equipment Locations: Humming, Fans, and Loft Spaces

Modern high-efficiency inverters and battery storage systems are highly sophisticated electrical machines. While they operate incredibly quietly, they do emit a very faint, low-frequency electrical humming noise and light thermal fan sounds when they are working hard under full load (usually in the middle of a blazing sunny day or when rapidly charging).

- **Our engineering team will advise you on the absolute best locations—such as a garage, an insulated utility room, or a well-ventilated loft space—to ensure the equipment operates safely and efficiently.**

- **We highly recommend avoiding installation on bedroom walls or directly adjacent to quiet living areas to ensure these faint operational sounds never disturb your peace and quiet.**

9.7. Sudden Weather Events Mid-Installation

- **Our teams monitor weather forecasts closely, but British weather can change in an instant. If an unpredicted heavy downpour occurs while your roof tiles are temporarily lifted, our team will immediately implement emergency tarpaulin coverage to secure your roof.**

- **Provided we have acted with professional care, sudden and unpreventable weather-related leaks occurring mid-construction are classed as unavoidable acts of nature, and our team will work swiftly to dry out and remediate any damp areas at no cost to you.**

9.8. Drilling and Unmapped Hidden Utilities

- **To install your battery and routing cable, we must drill through interior and exterior walls. While our engineers use professional pipe and cable detectors before drilling, we cannot detect pipes or electrical cables that have been routed in a non-standard, unshielded, or non-compliant manner by previous property developers or third-party tradespeople.**

- **The Company is not liable for accidental damage to, or repair of, hidden water pipes or electrical wiring that were unmapped and installed outside of standard UK building regulations.**

9.9. Inverter Lighting, Heatsinks, and Operational Sounds

- **To manage expectations fully, please note the following standard operational characteristics of your solar hardware:**
    - **Bright LED Status Indicators: Inverters feature bright, colored status lights that flash or glow to show system health. We strongly advise against installing inverters in bedrooms or on open landings where these lights could cause disruption.**
    - **Heatsink Temperatures: During peak generation on hot summer days, your inverter's outer metal casing (heatsink) can naturally reach temperatures of up to 60°C to safely dissipate heat. This is normal and safe, but the unit must never be covered or touched while operating.**
    - **Relay Clicking: You will hear a series of distinct clicking sounds from the inverter at dawn and dusk as its internal mechanical relays safely switch the system on and off.**

9.10. Usable vs. Nominal Battery Capacity

- **When purchasing battery storage, there is a difference between "nominal capacity" (the physical size of the battery) and "usable capacity" (the actual energy you can use). Lithium-ion batteries are programmed by the manufacturer to reserve a safety buffer (typically 10%) to protect the battery cells from dropping to absolute zero, which would ruin the battery.**
- **For example, a 10kWh nominal battery will have roughly 9kWh of usable capacity. This is standard battery engineering worldwide and is not a hardware fault or a misrepresentation of system size.**

9.11. Emergency Power Supply (EPS) Load Limits

- **If your system features an Emergency Power Supply (EPS) backup switch, this is designed to keep critical, low-draw household items running (like lighting loops, Wi-Fi routers, or fridge-freezers) during a grid blackout.**
- **An EPS is not designed to power your entire house or run heavy-load appliances simultaneously. Attempting to run high-draw devices (such as electric ovens, heat pumps, power showers, hot tubs, or EV chargers) during a power cut will instantly overload the backup system and shut it down for safety.**

10. Component Substitutions & Supply Chain Management

10.1. Navigating the Global Market: Supply Chain Realities

The renewable energy market moves incredibly fast, and global supply chains can occasionally throw an unexpected curveball. When you sign your contract, we instantly allocate your chosen components. However, if a specific brand or model of solar panel, inverter, or battery storage unit

suffers an unexpected manufacturer delay, recall, or sudden discontinuation, we refuse to let your project stall indefinitely.

10.2. Our Quality Guarantee for Substitutions

If we are forced to adapt due to supply shortages, we operate under a strict quality-shield promise.

- **The Company reserves the right to substitute specified components with alternative hardware from an equally reputable, premium manufacturer.**
- **We guarantee that any substituted item will be of equal or superior technical specification, efficiency, and tier-ranking compared to the original choice.**
- **No Extra Cost: If we have to upgrade your equipment to a higher-performing model to keep your project moving, we will cover the price difference entirely. You will never be charged more than your original quoted price for a supply-chain swap.**

10.3. The Open Communication Protocol

We believe in total transparency and hate "silent swaps." In the rare event that a component modification is necessary, our engineering team will send you a clear digital notification detailing the update before our installation crew arrives on site. If you have any questions about the alternative hardware, we will happily talk you through the technical datasheets so you feel 100% confident.

11. Commissioning, Handover, and Documentation

11.1. Professional System Testing & Commissioning

The moment the physical installation is complete, our certified electricians will put your system through its paces. We conduct a rigorous series of electrical safety and performance tests in strict accordance with British Standards (BS 7671) and MCS guidelines. We verify that all electrical voltages are perfect, the safety earthing is completely secure, and your system is safely generating clean energy before we sign it off.

11.2. Your Digital Handover Pack & Official Certificates

We know how important it is to have all your official paperwork sorted, especially if you plan to sell your home in the future. Within 10 to 14 days of receiving your final cleared balance, our back-office team will issue your comprehensive digital Handover Pack. This essential pack contains:

- **Your official MCS Certificate (the golden ticket required by energy suppliers to pay you for your exported power).**
- **Your Electrical Installation Certificate (EIC) confirming full regulatory compliance.**
- **Full component user manuals and official manufacturer warranty registrations.**

11.3. Getting Connected: The Monitoring App, New Phones & Wi-Fi Changes

We love seeing those generation numbers climb as much as you do! As part of our standard commissioning service, our technician will happily guide you through downloading the manufacturer's official monitoring application and help connect the system data-logger to your home Wi-Fi router on one compatible smart device on day one, provided your signal strength is sufficient.

- **Everyday Technology Changes: In today's smart-home world, it is completely normal to upgrade your home broadband router, change your Wi-Fi password, get logged out after an app update, or buy a shiny new mobile phone. Whenever this happens, your inverter will simply need to be paired with your new Wi-Fi network, or your app will need to be logged into on your new handset.**

- **Do It Yourself for Free: These tasks are incredibly straightforward, very common, and specifically designed by the manufacturers to be completed easily by you at home. The monitoring app features simple, step-by-step visual guides that walk you through updating your network details or transferring your account in just a few taps, requiring absolutely no input from us.**

- **Our Tech Support Call-Out Fee: Because updating passwords, router changes, and setting up new mobile phones are standard household IT updates rather than solar hardware faults, they are not covered under your free workmanship warranty. However, if you aren't comfortable with technology and would prefer the total peace of mind of having one of our engineers visit your home to handle a Wi-Fi reconnection or app setup for you, we are more than happy to assist! To cover our engineer's time and travel, a standard call-out fee will apply for these network support visits. Simply give our friendly office team a ring to check our current rates and arrange a convenient booking.**

11.4. Smart Meters & Export Tariff Disclaimers

To get paid for the clean energy you feed back into the UK grid through premium export schemes (such as the Smart Export Guarantee - SEG, or dynamic tariffs like Octopus Flux), you must have a functioning Smart Meter installed at your property.

- **Your Supplier's Responsibility: While we provide you with the vital MCS certificate and technical sign-offs required to apply for these money-saving tariffs, the registration, smart meter installation, and tracking of your export data are handled entirely by your chosen energy supplier.**

- **Because energy companies operate independently, the Company accepts no responsibility for any administrative delays, smart meter firmware glitches, or lost export income caused by your energy supplier taking time to finalise your export account. Your final milestone payment to us is strictly tied to our physical installation being complete and generating power, rather than the speed of your supplier's paperwork.**

11.5. App Outages & Manufacturer Cloud Platforms

- **Your system's monitoring application relies entirely on the remote cloud servers operated by the equipment manufacturer. Very occasionally, these global servers may experience temporary downtime for routine maintenance, firmware updates, or cloud outages.**

- **During these short updates, your system will continue to generate and store power perfectly in the background. The Company accepts no liability for temporary tracking app downtime, and this does not represent a hardware malfunction.**

11.6. Legacy Broadband & Router Incompatibility

- **Most smart solar inverters and battery data-loggers are built to communicate exclusively using standard 2.4GHz Wi-Fi frequencies. If you have an exceptionally old, outdated, or poorly configured single-band 5GHz router, the solar system may be physically unable to pair with it.**

- **Upgrading your home router or network to meet modern smart-device standards remains the Customer's responsibility.**

11.7. Smart Meter vs. App Discrepancies

- **Please note that you may see a tiny discrepancy (typically 1-3%) between the data shown on your solar app and the numbers displayed on your physical utility smart meter. This is completely normal and is caused by the different ways meters calculate reactive power, system self-consumption, and natural round-trip efficiency losses within the battery. Your utility provider's export meter remains the final legal record for billing.**

11.8. Strict Pre-Permission Power Restrictions

- **Under UK electrical safety laws, you must never turn your solar system on to generate or export power to the grid until we have received formal "Permission to Connect" from your DNO network operator.**

- **If a customer overrides our settings and turns the system on prematurely without DNO approval, the Customer assumes 100% liability for any resulting utility fines, safety breaches, or grid damage.**

11.9. Replacement Handover Certificates

- **Your Handover Pack contains extremely important legal documents (MCS, EIC, and G98/G99 certificates) that you will need if you ever sell your property. We provide these to you digitally completely free of charge upon project completion.**

- **Please download and save these files securely. If you lose your copies and request us to retrieve, recreate, or re-issue these official certificates years down the line, a standard £50 administration fee will apply to cover our back-office database retrieval time.**

12. Performance Estimates and Energy Savings Claims

12.1. The Nature of Solar Projections (MCS Calculators)

We love showing you how much power your beautiful new roof array can generate! To keep things completely standard and fair across the UK solar industry, any performance charts, annual generation figures, or financial payback estimates we provide are calculated using standard government-approved software simulations (the official MCS calculator framework).

- **These clever calculations use decades of historical regional weather data and standard formulas based on your roof's specific tilt and direction.**
- **Because British weather is famously unpredictable and fluctuates from year to year, these figures are meant to be a highly accurate, professional guide rather than a cast-iron guarantee of exact daily or monthly performance.**

12.2. Environmental Changes & Moving Shadows

Your final system design is carefully optimised to dodge as much shade as possible based on the day of our technical survey. However, nature and neighbourhoods never stop moving! The Company cannot be held responsible for any future drops in your solar system's energy generation caused by environmental changes outside our control. This includes things like:

- **A neighbour's trees or hedges growing taller over time and casting new shadows on your panels.**
- **New local property developments or extensions being built adjacent to your home.**
- **Temporary accumulation of heavy autumn leaves, local bird droppings, or thick Saharan dust until the next good rain shower washes them clean.**

12.3. Maximising Your Savings vs. Financial Guarantees

The absolute best way to make your solar system pay for itself quickly is to align your heavy electricity use (like running the washing machine, dishwasher, or charging an electric vehicle) with the peak sunny hours of the day, or by soaking up that free power into your battery storage.

- **Because we cannot control your household's personal daily energy consumption patterns, nor can we predict future electricity price changes by the Big Six energy suppliers, the Company provides no fixed legal guarantees regarding exact financial returns, monthly bill reductions, or definitive project payback periods.**

12.4. Fluid Export Tariffs & Third-Party Payouts

We are always delighted to help point you in the right direction to sign up for top-tier export incentives like the Smart Export Guarantee (SEG) or flexible dynamic tariffs. However, because energy suppliers frequently change their import/export tariff rates, criteria, and automated rules, your financial relationship with your energy supplier remains strictly your own. The Company provides no guarantees regarding the long-term availability or specific payout rates of any third-party energy tariff scheme.

12.5. Distribution Network Operator (DNO) Export Caps

- **To prevent local power grids from overloading, the DNO has the sole legal authority to apply strict export limits to your property (for example, limiting a system capable of 6kW export down to 3.68kW).**
- **While we will always fight your corner and appeal for the maximum possible export allowance, any export caps imposed by the DNO are completely out of our control. We cannot be held liable for any loss of potential export income caused by grid-operator restrictions.**

12.6. Green Energy Grants & Subsidies

- **The Customer is solely responsible for researching, applying for, and securing any third-party government grants, local council funding, or eco-subsidies. Our payment terms, milestones, and contract totals remain completely fixed and independent of any grant approval timelines or third-party funding delays.**

13. Warranties, Maintenance, and Aftercare

13.1. Manufacturer Product & Performance Warranties

We want you to enjoy your green energy setup for decades to come, which is why we only source hardware from world-class, premium manufacturers. Your system components come backed by exceptional individual manufacturer warranties:

- **Solar Panels: Typically feature a 12 to 25-year product warranty and a 25-year linear power performance warranty.**
- **Inverters & Batteries: Generally carry a robust 5 to 10-year manufacturer warranty (often extendable upon request).**

Please note that these warranties are provided directly by the manufacturers themselves. In the highly unlikely event that a component develops a hardware fault, we will fully support you as part of our aftercare service, handling the technical diagnostics and managing the warranty replacement process with the manufacturer on your behalf. While the manufacturer covers the cost of the replacement hardware, any labor, travel, or diagnostic costs required to physically remove the faulty unit and install the new replacement component are only covered by the Company during your 2-year workmanship warranty period. From Year 3 onwards, our standard diagnostic and labor call-out fees will apply to equipment swaps.

13.2. Our Premium Workmanship Warranty

We take immense pride in the skill and attention to detail of our local installation teams. To give you absolute peace of mind, the Company provides a comprehensive 2-year Workmanship Warranty starting from the exact day your system is safely commissioned and goes live.

- **What's Covered: This covers the physical integrity of our mechanical roof fixings, the weather-proofing of our roof penetrations, and our bespoke AC/DC electrical wiring connections. If anything we physically constructed or connected fails due to an installation error, we will return to your home and fix it entirely at our expense.**

- **Exclusion of False Alarms: To keep this service free and fast for everyone, if you request an engineer visit under this warranty and our inspection reveals that the system is operating perfectly—or that the issue was caused by an external factor (such as a local power cut, a blown fuse in your home, or a changed Wi-Fi password)—a standard diagnostic call-out fee will apply to cover our engineer's time and travel.**

13.3. Keeping Batteries Comfortable: Temperature Realities

If your new system includes a state-of-the-art battery storage unit, it is helpful to understand a little bit of battery science. Lithium-ion solar batteries are highly advanced but sensitive to extreme temperatures, operating best between 10°C and 25°C.

- **If your battery is installed in an uninsulated loft, a cold garage, or an external outbuilding, it may automatically slow down its charging and discharging speeds during freezing winter months to protect its internal cells from damage.**

- **This temporary drop in cold-weather efficiency is a standard manufacturer safety feature of battery chemistry worldwide. It is completely normal and does *not* constitute a hardware fault or a breach of our workmanship warranty.**

13.4. Critter & Pest Protection: Pigeon Safeguards

UK wildlife—especially pigeons and squirrels—love the warm, sheltered, and dry space created between your solar panels and your roof tiles. Over time, nesting birds can cause significant noise, mess, and potentially scratch or damage underlying cables.

- **Your Protection Options: To prevent this, we always offer premium, physical bird-proofing mesh as an optional add-on during your initial design stage.**

- **If You Opted Out: If you chose not to purchase bird-proofing mesh during your initial quote, the Company accepts no liability for any future pest nesting, noise disruption, or cable damage caused by wildlife.**

- **The Concierge Fix: If you opt out initially but notice some feathered neighbours trying to move in a few months down the line, don't worry! Just give our friendly office team a ring. We can easily arrange a retroactive pest-guard installation for you, passing on the direct trade and scaffolding costs plus our standard 20% management fee to take care of the entire scheduling and installation for you.**

13.5. Hands Off! Actions That Void Your Warranties

Your solar and battery system handles incredibly high, dangerous electrical voltages and operates using highly sensitive, calibrated firmware. For your absolute personal safety and to protect your system, you must never allow anyone to tamper with it.

- **Both your Company Workmanship Warranty and your manufacturer product warranties will be instantly rendered null and void if any unauthorized third party, non-approved electrician, or the Customer attempts to open, modify, relocate, adjust, or repair any part of the solar array, inverter casings, battery storage seals, or specialized solar cabling. Always call us first—we are here to help safely!**

13.6. Keep It Sparkling: Our Professional Cleaning & Maintenance Service

One of the best things about solar PV systems is that they are incredibly low maintenance. Because they are installed at an angle on your roof, natural British rainfall does a brilliant job of washing away everyday dust and light dirt.

However, over time, stubborn things like thick tree sap, heavy autumn leaves, baked-on bird droppings, or local traffic pollution can build up. This creates a film over the glass that blocks out daylight and can quietly reduce your system's efficiency by up to 10–15%.

- **Don't Risk the Ladder: Please never attempt to climb onto the roof to clean the panels yourself—your safety is worth far more than a clean panel! Additionally, standard window cleaners using tap water, harsh detergents, or abrasive brushes can accidentally scratch the specialized anti-reflective coating on your panels, which can void your manufacturer warranty.**

- **The Premium Clean Service: Don't worry, we've got you completely covered! We provide our own dedicated, professional Solar Cleaning and System Health-Check Service. Our trained team uses specialized reach-and-wash telescopic poles combined with 100% pure, de-ionised water (absolutely no chemicals or minerals) to leave your panels sparkling and performing at their absolute best.**

- **Book a Refresh: Whether you want a quick one-off refresh after a dry summer or want to sign up for our hassle-free annual cleaning schedule, simply give our friendly office team a ring to check our current rates and book your slot.**

13.7. No Compensation for Lost Generation during Repairs

- **In the rare event that a system component fails and requires a warranty replacement, we will work as fast as possible to get you back up and running. However, because manufacturer parts can occasionally face shipping or diagnostic delays, the Company will not provide financial compensation or "lost savings payments" for any solar energy or export revenue you missed out on while the system was safely shut down waiting for repair.**

13.8. Leak Investigations and Onus of Proof

- **If a roof leak develops during your workmanship warranty period, we will respond promptly. To keep things completely fair:**
    - **Due to Installation: If our investigation reveals the leak was caused by our solar mounting brackets, we will repair your roof and any direct ceiling damage completely free of charge.**
    - **Due to Pre-existing Wear: If the investigation reveals the leak is located away from the solar array and was caused by pre-existing roof wear, aged mortar, or natural tile degradation, a standard diagnostic call-out fee will apply, and the roof repairs will remain the Customer's responsibility.**

13.9. No Entitlement to Free Tech Upgrades

- **The solar industry moves incredibly fast. While your system is built to perform brilliantly for decades, the purchase of your system does not entitle you to free hardware swaps, inverter upgrades, or newer software features when newer models are released by manufacturers in the future.**

14. Cancellation, Termination, and Right to Withdraw

14.1. Your Statutory 14-Day Cooling-Off Period

We want you to be completely happy and confident in your decision to join the green energy revolution. In accordance with the UK Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have an absolute legal right to change your mind and cancel this contract within 14 days from the day you sign the agreement, without needing to give us any reason at all.

- **100% Refund: If you choose to cancel within this 14-day cooling-off window, we will return every single penny of your deposit immediately with no admin fees or deductions.**
- **Early Work Request: On rare occasions, you might ask us to fast-track your project and begin background administrative work immediately (such as submitting your urgent DNO grid application or conducting the physical technical survey) before the 14 days are up. If you explicitly request us to start this early work in writing and then choose to cancel within the cooling-off period, we will still refund your deposit but will deduct the direct, fair cost of the specific services completed up to that exact moment.**

14.2. Cancelling After the 14-Day Cooling-Off Period (Pre-Installation)

We understand that long-term circumstances can change. If you decide to cancel the contract *after* your 14-day cooling-off period has expired, but *before* we have physically arrived on site to start your installation, you can absolutely do so.

- **Standard Cancellation: If you give us reasonable notice, we will happily refund your deposit, simply deducting a flat, fair fee of £250 to cover our specialist engineering design time, DNO application fees, and back-office administration costs.**

- **The Last-Minute Exception: Because we book our scaffolding and installation crews weeks in advance, if you cancel the entire contract less than 48 hours before your scheduled installation day, we must protect our local teams' livelihoods. In this specific scenario, the late cancellation/rescheduling crew fees detailed in Section 8.4 will also be deducted from your deposit alongside the £250 admin fee.**

14.3. Cancellations Linked to Property Quirks or Our Delivery Delay

As we built into our previous sections, we believe in keeping things beautifully balanced and fair if external factors disrupt our plans:

- **If Your Roof Isn't Ready (Pre-Install): As detailed in Section 3.6, if our technical survey reveals your property is completely unsafe or incompatible with solar, or if you choose not to fund a major structural repair we discovered during the survey, the contract will be cancelled and your deposit returned, minus the flat £250 surveyor time and travel fee.**

- **If Surprise Defects Appear (Mid-Install): As detailed in Section 3.7, if severe hidden rot or structural issues are uncovered only *after* we lift the roof tiles, and you decide not to proceed with the roofing repairs, the contract will end. You will only be responsible for covering our actual, unrecoverable out-of-pocket mobilization expenses (like scaffolding setup and delivery) which will be deducted from your deposit.**

- **Our 2-Month Guarantee Delivery Failure: As detailed in Section 8.1, if we fail to physically install your system within 2 months of clearing your structural and grid checkpoints (excluding extensions for bad British weather), you have the absolute right to cancel immediately and receive a 100% full refund of your deposit with no deductions whatsoever.**

14.4. Termination of the Contract by the Company

We always strive to build a fantastic, collaborative relationship with our customers. However, to protect our local business and our hardworking staff, the Company reserves the right to gracefully terminate this contract if:

- **The Customer fails to pay an agreed milestone invoice on time and completely ignores our communications for more than 14 consecutive days.**

- **The Customer consistently refuses to grant our surveyors, scaffolding teams, or installers safe physical access to the property to complete the works.**

- **Our installation crew or office staff experience abusive, threatening, or completely unsafe behavior on site or over the phone.**

If we are forced to terminate the agreement under this section due to a severe breach by the Customer, we will calculate the actual costs of the equipment already ordered and labor hours worked up to that date, deduct it from any deposit held, and request the balance to ensure our business costs are covered.

14.5. Fast and Fair Financial Settlements

Whenever a contract is cancelled or terminated by either party under any section of these terms, we promise not to drag our heels. Any remaining deposit balance due back to you will be paid directly into your bank account via a secure bank transfer within 14 days of the official cancellation date.

15. Customer Conduct and Prohibited Actions

15.1. A Partnership of Mutual Respect

We pride ourselves on our friendly, polite, and professional service, and we look after our installation teams like family. We kindly ask that you provide a safe, respectful, and cooperative environment for our surveyors, engineers, and office staff while they are working hard on your project.

- **We have a zero-tolerance policy for any form of abusive language, aggressive behaviour, or physical intimidation.**
- **If our site manager feels the working environment is unsafe due to customer conduct, they are instructed to safely pause the works immediately, pack up the tools, and leave the site until our management team can review the situation.**

15.2. Hands Off! (Dangerous Volts & Safety Warnings)

Your brand-new solar array and battery storage system are incredibly advanced pieces of technology that handle extremely high, lethal DC and AC electrical currents. For your absolute personal safety, the safety of your family, and the protection of your home, you must adhere to a strict "hands-off" policy.

- **Prohibited Actions: The Customer must never attempt to open, dismantle, tweak, relocate, or reverse-engineer any part of the solar panel mounting structures, inverter casings, battery storage enclosures, or high-voltage DC isolator switches.**
- **Firmware and Settings: You must not attempt to hack, override, or maliciously alter the internal factory-calibrated firmware or electrical safety parameters of the inverter or battery system via the monitoring app or direct physical connections.**

15.3. Unauthorised Third-Party Interference

We completely understand that you might have a trusted local family electrician who looks after your household plug sockets or light switches. However, your premium solar ecosystem is a highly specialised generation network.

- **The Warranty Rule: You must never allow any unauthorised third-party electrician, handyman, or roofer to modify, tap into, or alter any of the specific solar wiring, consumer unit extensions, or generation meters installed by our team.**

- **Instant Invalidation: Any evidence of unauthorised physical tampering or amateur modifications by anyone other than our approved engineers will instantly render both your Company Workmanship Warranty and your manufacturer product warranties completely null and void. If a component fails or your roof leaks because an outside party adjusted our work, the cost of all diagnostics and repairs will be fully chargeable to you. Always give our office a call first—we are always here to help you safely!**

16. Limitation of Liability and Indemnities

16.1. Clear Boundaries: Our Responsibility to You

We stand behind the quality of our work 100%. If we make a mistake or cause significant structural damage to your home through negligence, we will always take full responsibility and put it right. However, because we are installing a power generation system onto a residential property, we must establish fair, standard commercial limits to our financial liability to protect both our family-run business and your investment.

16.2. Exclusion of Indirect, Consequential, or Economic Losses

While your premium solar array is designed to drastically lower your electricity bills, the Company cannot be held liable for any indirect financial losses, secondary economic damages, or lost opportunity costs. For example:

- **Grid Outages & Anti-Islanding: Under strict UK power regulations, if there is a regional power cut or a utility network failure in your street, your solar system is legally required to shut down automatically to protect utility workers fixing the lines (known as anti-islanding safety rules). We cannot reimburse you for any energy savings or export tariff revenue lost during a local utility power cut.**

- **Internet Dropouts: If your home Wi-Fi drops out and prevents your monitoring app from updating, we cannot be held liable for any data gaps or financial projection delays.**

- **Business Use: If you run a business from home, we are not liable for any lost business profits, data loss, or operational downtime caused during the standard installation or commissioning process.**

16.3. Our Maximum Financial Liability Cap

Except in cases involving personal injury, fraud, or death where liability cannot be legally restricted under English law, the maximum total financial liability of the Company to the Customer for any claim arising from a breach of this contract, negligence, or any other legal action shall be strictly limited.

The Liability Cap: Our total liability shall be capped at a maximum amount equal to the total contract price actually paid by the Customer to the Company under this specific agreement.

16.4. Indemnity Regarding Customer-Supplied Information

We design your bespoke system based on the technical information, structural details, and utility documents you share with us. The Customer agrees to indemnify and hold the Company harmless from any extra costs, project delays, or system adjustments that arise if the structural info or property boundaries provided to us turn out to be inaccurate or misleading.

17. Data Protection, Privacy, and Smart Metering Data

17.1. Safeguarding Your Personal Data (UK GDPR)

We take your privacy just as seriously as we take your solar generation. Any personal details, contact information, or financial records you share with us will be securely stored and processed in strict compliance with the UK GDPR and the Data Protection Act 2018.

- **We only use your data to manage your project, process your warranties, and handle your account.**
- **We promise never to sell, lease, or pass your private information to pushy third-party marketing companies. Your data stays safe with us.**

17.2. System Performance Data & Remote Monitoring

To help ensure your system runs beautifully, your new inverter and battery data-logger will securely stream performance statistics (such as daily generation, battery charge levels, and grid export numbers) back to the remote cloud platform of the equipment manufacturer and our technical support portal.

- **By signing this agreement, you grant the Company permission to view this performance data remotely.**
- **This access allows our team to provide you with fast technical support, diagnose potential system quirks without making you wait for a site visit, and flag any necessary manufacturer firmware updates proactively.**

17.3. Showcase Photos and Anonymity

We are incredibly proud of our high-quality workmanship, and our installation teams love taking "praise photos" of a beautifully finished roof array or a perfectly neat battery setup.

- **The Customer grants the Company permission to take photographs and brief video clips of the physical installation for our internal quality control records, training, and use in our digital marketing, website portfolios, or social media showcases.**

- **To protect your absolute privacy and security, we promise that any marketing photos used publicly will be carefully framed or edited to ensure your house number, street name, vehicle registration plates, or personal identity remain 100% anonymous. If you would prefer us not to use your installation photos for marketing at all, just let our team know before we start and we will happily respect your wishes!**

18. Dispute Resolution and Complaints Procedure

18.1. Our Commitment to Sorting Things Out

We always aim for absolute perfection, but we are human, and very occasionally things might not go exactly to plan. If you are unhappy with any part of our service, please do not let it simmer! We want to hear about it so we can roll up our sleeves and put it right. We promise to listen to your feedback with an open mind, treat you with total respect, and work quickly to find a fair solution.

18.2. How to Raise a Formal Complaint

If a quick chat with your site manager or advisor hasn't resolved your issue, you can trigger our formal, fast-track complaints procedure.

- **Step 1: Get in Touch: Send an email to our dedicated support team with the word "Complaint" and your project reference number in the subject line. Alternatively, you can write to our head office.**
- **Step 2: Rapid Acknowledgement: We will formally acknowledge your complaint within 48 hours (Monday to Friday) to let you know it has been safely received and assigned to a senior manager.**
- **Step 3: Investigation & Resolution: We will thoroughly investigate the issue and provide you with a written, detailed response—alongside a fair proposed solution—within 14 days of receiving your initial message.**

18.3. MCS Complaint Process

We will always do everything in our power to resolve any complaints you might have but in the unlikely case of all options being exhausted and you still being dissatisfied with the outcome of the complaint, you are within your rights to lodge a formal complaint to the MCS Complaint Process.

MCS Investigation team will acknowledge receipt of your complaint within 2 working days. They will take ownership of the case, conduct a technical review if necessary, and work with us to come to a resolution. They aim to resolve it within 4 weeks and will issue a written outcome detailing their final decision.

You can file this complaint by filling out the MCS Complaints Form which can be found on the MCS website or by sending an email to mcscomplaints@mcscertified.com.

18.4. Independent Referees: Alternative Dispute Resolution (ADR)

We sincerely hope we can settle any disagreements together over a quick phone call or a cup of tea. However, if we reach a total deadlock and simply cannot agree on a solution, you are fully protected by leading UK consumer bodies.

- **Because we are a fully accredited green energy company, you have the absolute right to escalate your complaint to our independent consumer protection scheme (such as RECC or HIES, depending on your specific contract registration).**
- **These official bodies act as completely neutral, independent referees. They will review all the evidence from both sides impartially and issue a binding decision. Using this service is completely free to you and ensures you are never left without an advocate.**

18.5. Governing Law and Jurisdiction

To keep the legal parameters perfectly clear, this agreement, and any dispute or claim arising out of or in connection with it, shall be governed exclusively by, and construed in accordance with, the laws of England and Wales. Both parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any disputes that cannot be resolved via our standard ADR channels.

19. Miscellaneous & Final Boilerplate Clauses

19.1. The Whole Story: Entire Agreement

This contract, along with your official system design quote, technical survey notes, and any written amendments signed by both of us, makes up the entire agreement between the Customer and the Company. It completely replaces any previous verbal discussions, phone promises, emails, or rough sketches. We do this to ensure there are absolutely no misunderstandings down the line — everything we have promised to deliver is written down right here.

19.2. Keeping Things Standing: Severability Clause

If a UK court or a legal authority ever decides that one specific sentence or subpoint in these terms and conditions is invalid, unfair, or legally unenforceable, don't worry. That single part will be gracefully removed or adjusted, but the rest of the contract will remain 100% valid, active, and legally binding. One weak brick won't cause the whole house to fall.

19.3. Strictly Between Us: Third-Party Rights

This contract is a personal partnership strictly between You (the Customer) and Us (the Company). In accordance with the Contracts (Rights of Third Parties) Act 1999, absolutely no outside parties, future property buyers, neighbours, or extended family members have any legal rights to enforce or benefit from any clause within this agreement.

19.4. Moving the Contract: Transfer of Rights (Assignment)

- **For the Company: We reserve the right to securely assign, transfer, or subcontract our background obligations under this contract to fully accredited, vetted, and insured green energy specialists (such as our certified MCS electricians or specialised structural engineers) to ensure your project is completed to the highest possible standard.**
- **For the Customer: This contract is tied specifically to you and your property. You cannot transfer your contract or financial payment obligations to anyone else without our express written permission. However, if you sell your home *after* the installation is complete, your manufacturer product warranties and our Workmanship Warranty will automatically transfer to the new homeowner to add maximum value to your property sale.**

19.5. Our Creative Brainpower: Intellectual Property

We put an immense amount of engineering skill and time into creating your bespoke system designs, structural calculations, and technical layout proposals. All intellectual property rights, copyrights, and technical drawings generated by the Company remain our exclusive property. You are more than welcome to keep copies for your personal household records, but they must not be copied, shared, or used by any competing solar firm without our written consent.

19.6. Keeping Silence: No Waiver

If we happen to overlook a minor breach of this contract by you (such as a slight delay in a paperwork return) or choose not to enforce a specific right immediately, it does *not* mean we have permanently waived our rights. We reserve the full right to strictly enforce any part of this agreement at any point in the future.

Final Acceptance and Sign-Off

By signing below, both the Company and the Customer formally agree to be fully bound by these terms and conditions. You confirm that you have read, understood, and accepted all clauses — including our fair timelines, logistics rules, 20% concierge fixes, and weather limitations.

Signed by the Customer: _____

Print Name: _____

Property Address: _____

Date: ____ / ____ / 20__

Signed on behalf of the Company: _____

Print Name & Position: _____

Date: ____ / ____ / 20__