



Customer Declaration & Site Survey Consent

This declaration serves as a formal acknowledgement of the site survey and your consent for the proposed works to proceed to the next stage. Please note that full contract **Terms and Conditions** are available on our website, and data processing details are outlined in our **Privacy Policy**.

By proceeding to sign a contract with us at the quote acceptance stage, you acknowledge and agree to the following terms regarding the site survey, design proposal, and operational consents.

1. Survey Completion & Property Assessment

- **Purpose:** You confirm that a site survey has been conducted to assess property suitability, facilitate system design, and identify health, safety, or access requirements.
- **Information Disclosure:** You have informed the surveyor of any known structural issues or property constraints. The survey is based on visible and reasonably accessible areas only.
- **Duration:** You acknowledge the time taken for the survey and, where it exceeded two (2) hours, you consented to the continuation of the assessment.

2. Proposal & Performance Estimates

- **Documentation:** You confirm receipt of a written proposal and/or quotation following the survey, including estimated system performance where applicable.
- **No Initial Obligation:** You understand that the receipt of a proposal alone does not create a binding contract until the final contract is formally accepted and signed.

3. Structural & Property Responsibility

- **Suitability:** You are responsible for ensuring the property is structurally suitable for installation unless a formal structural assessment has been specifically included in your written agreement.
- **Technical Assessments:** You understand that further technical or structural evaluations may be required before installation can proceed.

4. Consumer Rights & Contractual Terms

- **Terms & Conditions:** Full contractual documentation and terms and conditions are available to view on our website.
- **Cooling-Off Period:** You will be provided with details of your consumer rights, including cancellation rights in accordance with RECC and consumer contract regulations.

5. Operational & Marketing Consent

- **On-Site Signage:** You agree that promotional materials (such as scaffolding banners or boards) may be displayed at the property during the installation period unless you explicitly notify us otherwise in writing.
- **Photography (Technical):** You acknowledge that photographs will be taken during the survey and installation for design, safety, compliance, and warranty records.
- **Photography (Marketing):** You agree that anonymised photographs of the installation may be used for marketing purposes. You may withdraw this consent at any time by notifying us.

6. Data Protection & Privacy

- **Processing:** All personal information is processed in accordance with UK Data Protection legislation.
- **Privacy Policy:** Full details on how we handle, store, and protect your data—specifically regarding projects that proceed beyond the survey stage—can be found in our **Privacy Policy**.

7. Complaints & Dispute Resolution

- **Procedure:** A formal complaints procedure is available upon request. If a dispute cannot be resolved, you may be entitled to refer the matter to the Renewable Energy Consumer Code (RECC).

Customer Acknowledgement

By signing a contract with us upon the quote acceptance stage, you confirm that you have read and understood this declaration, have had the opportunity to ask questions, and agree to the terms outlined above.