



Terms and Conditions of Contract for Solar Upgrades / IntegriSolar

1. Quotation and Costing

1.1 The quotation issued by the Company shall remain valid for a period of **30 days from the date of issue**.

1.2 The Customer may accept the quotation by:

- a) signing and returning one copy of this Contract to the Company and retaining one copy for their records; or
- b) accepting the quotation electronically via the Company's electronic contract portal.

1.3 The quotation shall detail all goods and services to be supplied together with the **total contract price inclusive of VAT**.

1.4 The Company shall provide the Customer with an **estimated timetable** for delivery of goods and completion of installation works.

1.5 Any performance estimates provided for the proposed system shall be calculated in accordance with the **Microgeneration Certification Scheme (MCS)** requirements.

1.6 The quotation is based upon the installation proceeding without interruption. Should circumstances outside the Company's reasonable control delay the installation, the Company shall notify the Customer and discuss any implications.

1.7 The Company shall provide information regarding the **location and design of key system components**, and the Customer shall be given the opportunity to approve site designs prior to installation.

1.8 The Company shall advise the Customer of any **approvals, permits or permissions** that may be required for the installation. However, it remains the **Customer's responsibility** to obtain such approvals.

1.9 Any additional costs relating to planning applications, structural assessments or other professional services shall be the **responsibility of the Customer**, unless otherwise agreed in writing.

1.10 Any services or equipment normally included within an installation but excluded at the Customer's request shall be clearly documented within the quotation.

2. Planning Permission

2.1 Where the Customer's property is a **listed building** or located within a **conservation area**, planning permission or other approvals may be required.

2.2 The Company may provide reasonable assistance with obtaining permissions; however, it is the **Customer's responsibility to confirm with the relevant local authority whether permission is required.**

2.3 By signing this Contract, the Customer confirms that either:

- a) all required planning permissions or building warrants have been obtained; or
- b) the Customer has confirmed that such permissions are not required.

2.4 The Company shall not be liable for installations undertaken where required permissions were not obtained. In such circumstances **no refund shall be payable.**

3. Right to Cancel

3.1 The Customer has the right to cancel this Contract within **14 days of the date the final goods relating to the contract are delivered**, without providing a reason.

3.2 The Customer may also cancel the Contract without penalty at any time **prior to the delivery of goods.**

3.3 Cancellation must be communicated to the Company through a clear written statement, including by letter or email. The Customer may use the Cancellation Form supplied but this is not mandatory.

3.4 The Customer may cancel the Contract where there is an **unreasonable delay in installation not caused by the Customer.**

3.5 Where cancellation occurs outside the statutory cancellation period, the Company may retain reasonable costs incurred as a result of the cancellation.

3.6 The Customer shall be entitled to cancel the Contract where:

- the final system design differs materially from the quotation
- the principal energy generator differs from that specified in the quotation
- the contract price increases due to product cost increases prior to the agreed payment schedule.

3.7 If the Company is in **serious breach of its obligations**, the Customer may cancel the Contract and may be entitled to repair, replacement or compensation where appropriate.

4. Effects of Cancellation

4.1 Upon valid cancellation of the Contract, the Company shall reimburse all payments received from the Customer, including standard delivery costs.

4.2 Deductions may be made for any **diminished value of goods** resulting from unnecessary handling by the Customer.

4.3 Reimbursement shall be made within **14 days** of:

- the Company receiving returned goods;
- evidence of return being provided; or
- notification of cancellation where no goods were supplied.

4.4 Refunds shall be issued using the **same payment method** as the original transaction unless otherwise agreed.

4.5 The Company shall arrange and bear the cost of collecting returned goods.

5. Work Commencing During the Cancellation Period

5.1 Where the Customer provides written consent for installation work to commence prior to the expiry of the cancellation period, and subsequently cancels the Contract, the Customer may be required to **pay reasonable costs for work already completed**.

5.2 Such consent must be confirmed in writing by the Customer before work begins.

6. Company's Right to Cancel

6.1 If the Customer commits a **material breach of this Contract** and fails to remedy that breach within 14 days of written notice from the Company, the Company may terminate the Contract.

6.2 The Company shall be entitled to **reasonable compensation** for losses incurred due to such breach, provided reasonable steps are taken to mitigate those losses.

7. Installation Timetable

7.1 A timetable for installation shall be agreed between the Company and the Customer prior to commencement of works.

7.2 The timetable may be amended due to circumstances such as:

- adverse weather conditions
- supplier delays
- unavailability of materials or services.

7.3 Where delays occur, the Company shall inform the Customer as soon as reasonably practicable and agree a revised timetable.

7.4 Where delays in product supply are significant, the Customer may:

- accept an equivalent MCS-certified alternative product;
- wait for the original product; or
- cancel the Contract without penalty.

7.5 If delays are caused by the Customer and additional costs arise, the Customer may be liable for such costs.

8. Installation Standards

8.1 Installation shall be carried out in accordance with the **relevant Microgeneration Installation Standard (MIS)** and all applicable RECC obligations.

8.2 Any unforeseen work discovered during installation shall be discussed with the Customer, including any associated costs.

8.3 All goods supplied shall be of **satisfactory quality and fit for purpose**.

8.4 The Company shall maintain appropriate **public liability and professional insurance**.

8.5 The Customer shall provide reasonable access to the installation site and access to standard utilities including water, electricity and sanitary facilities.

8.6 All installation personnel shall be **appropriately trained and qualified**.

8.7 Upon completion, the Company shall provide all documentation required under MCS within **7 days**, including system certification and operation manuals.

8.8 All installation waste shall be removed within **7 days of installation completion**.

9. Deposits and Advance Payments

9.1 Deposits and advance payments shall only be used in connection with work carried out under this Contract.

9.2 Deposits and workmanship warranties shall be protected by an **insurance policy compliant with RECC requirements**.

9.3 The Customer shall be provided with details of the insurance provider.

9.4 Deposits shall **not exceed 25%** of the total contract value.

9.5 Total deposits and advance payments shall **not exceed 60%** of the contract value.

9.6 Advance payments shall not be requested more than **three weeks prior to installation or delivery**.

9.7 Where goods are purchased using the Customer's payments, ownership of those goods shall pass to the Customer proportionately to the payment made.

10. Ownership of Goods

10.1 Goods delivered to the installation site shall remain the **property of the Company** until paid for in full.

10.2 Goods must remain identifiable and stored safely in their original packaging.

10.3 If the Contract is terminated, the Company may arrange collection of the goods and reimburse the Customer for any portion paid towards them.

11. Variations to the Contract

11.1 Any request by the Customer to alter the agreed works must be submitted **in writing**.

11.2 Where changes are agreed, the contract price may be adjusted accordingly and documented as a **Variation to Contract**.

11.3 If the design or principal energy generator changes materially from the quotation, the Customer retains the right to cancel the Contract.

12. Late Payment

12.1 Payments shall be made in accordance with the schedule stated in the quotation.

12.2 The final payment shall be due upon completion of installation.

12.3 The Company reserves the right to **suspend work** if payments are overdue.

12.4 Interest may be charged on overdue amounts at **3% above the Bank of England base rate**.

13. Complaints Procedure

13.1 The Company shall provide a clear complaints procedure including:

- contact details for the responsible person
- acknowledgement timescales
- investigation and resolution timelines.

14. Insurance

14.1 Customers are advised to notify their property insurer of the installation.

14.2 The Company maintains **third-party liability insurance** for its activities.

15. Dispute Resolution

15.1 Where disputes cannot be resolved directly between the parties, the matter may be referred to the **Renewable Energy Consumer Code (RECC) dispute resolution process**.

15.2 RECC mediation will be attempted prior to arbitration.

15.3 If mediation fails, disputes may be referred to the **RECC Renewable Adjudication Service**, whose decision shall be legally binding if accepted by the Customer.

16. Privacy and Data Protection

16.1 The Company shall process personal data in accordance with the **Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR)**.

16.2 Personal data may be used for:

- provision of goods and services
- payment processing
- installation registration with relevant authorities
- administration of warranties and complaints.

17. System Commissioning

17.1 The installed system shall be commissioned in accordance with **MCS requirements**.

17.2 The Customer shall receive a **handover pack** including system documentation, performance information and operation guidance.

17.3 The installation shall be registered with **Building Control and MCS**, and certificates shall be provided to the Customer.

18. Acceptance of Contract

By signing this Contract, the Customer confirms that they **accept these Terms and Conditions and the accompanying quotation**, which together form the complete agreement between the parties.