RAWSON SOLAR

'delivering what we promise'

DOMESTIC SOLAR PV (Valid for 30 days)
QUOTATION V3

[redacted]

MCS CERTIFIED

HIES Accredited Member

octopus Trusted Partner



www.r-evpower.co.uk/solar

Rawson Solar, Unit 4, The Bridge Business Centre, Wrexham, LL13 9UG

Rawson EV Power Ltd trading as Rawson Solar. Registered in Wales. Company No: 12987627

FINANCIAL DETAILS

SYSTEM & INSTALLATION COST

KIT SUPPLY & INSTALLATION (excl. VAT)	[redacted]
VAT @ 0%	
TOTAL	

POTENTIAL FINANCIAL BENEFIT

[redacted]

The performance of solar PV systems is impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year, and these estimates should not be considered a guarantee of performance. Self-consumption estimates, electricity savings, and grid income are heavily dependent on usage/consumption patterns and seasonal changes, and these estimated values should not be considered as a guarantee. Performance & consumption estimates are calculated in accordance with standard MCS methodology with more details/assumptions on Pages 3-4 of this proposal. In addition to the electricity savings & grid income, the total annual benefit also includes the potential benefit available from overnight charging of the battery storage, more details & assumptions are shown on Page 5 of this proposal.



YOUR SOLAR PV SYSTEM

SYSTEM OVERVIEW



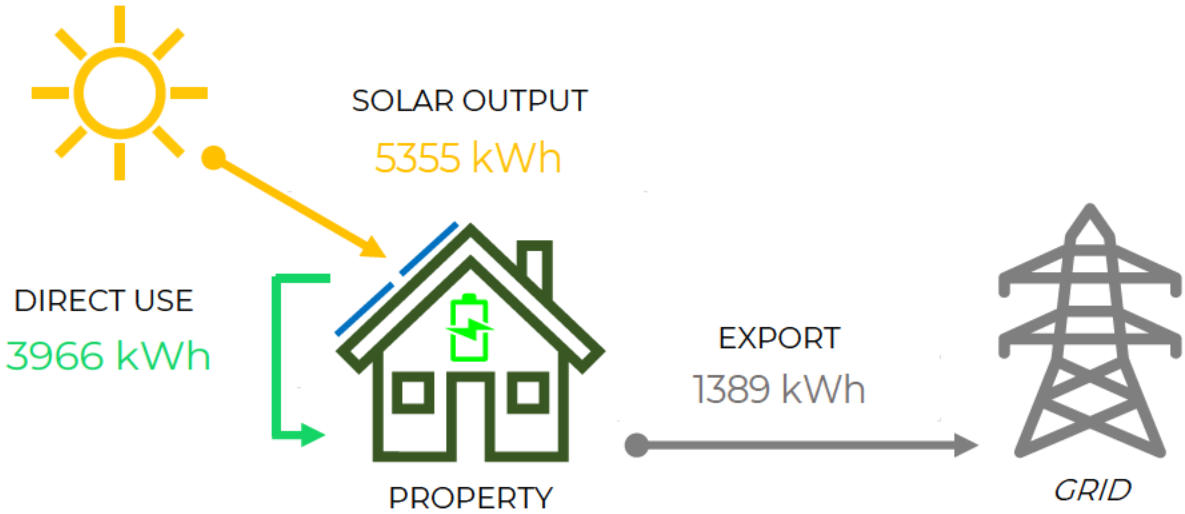
SOLAR MODULE	16x DAS 445W
SYSTEM CAPACITY	7.12 kWp
INVERTER	FOX ESS KH7
STORAGE	FOX ESS 9.6 kWh (2x 4.8kWh)

PERFORMANCE ESTIMATE

INSTALLATION DATA		
INVERTER INPUTS	Input 1	Input 2
SOLAR PV CAPACITY (kWp)	5.340 kWp	1.780 kWp
ORIENTATION OF SYSTEM	90°	90°
INCLINATION OF SYSTEM	30°	30°
POSTCODE REGION	7W	
PERFORMANCE CALCULATIONS		
KK VALUE (kWh/kWp)	752	752
SHADE FACTOR (SF)	1	1
ESTIMATED ANNUAL GENERATION (KK X SF X kWp)	4016	1339
	5355	
ESTIMATED SELF-CONSUMPTION (PV ONLY)		
ASSUMED OCCUPANCY ARCHETYPE	Home Half Day	
ASSUMED ANNUAL ELECTRICITY CONSUMPTION (kWh)	7200	
EXPECTED SOLAR PV SELF-CONSUMPTION (PV ONLY)	2114	
GRID ELECTRICITY INDEPENDENCE (PV ONLY)	29%	
ESTIMATED SELF-CONSUMPTION (PV & BATTERY STORAGE)		
USABLE CAPACITY OF BATTERY STORAGE	8.6	
EXPECTED SOLAR PV SELF-CONSUMPTION (PV & BATTERY STORAGE)	3966	
GRID ELECTRICITY INDEPENDENCE (PV & BATTERY STORAGE)	55%	

YOUR SOLAR PV SYSTEM

COVERAGE OF CONSUMPTION



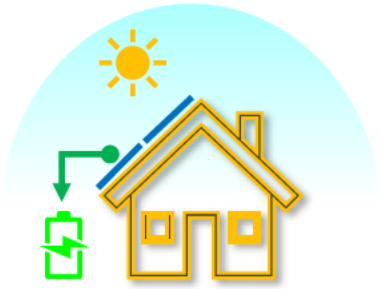
POTENTIAL FINANCIAL BENEFIT

A. ESTIMATED ELECTRICITY SAVINGS	
ESTIMATED SELF-CONSUMPTION OF SOLAR PV	3966 kWh
ESTIMATED ELECTRICITY BILL SAVINGS	[redacted]
B. INCOME FROM SURPLUS POWER EXPORT	
ESTIMATED ENERGY EXPORT TO GRID	1389 kWh
ESTIMATED INCOME FROM GRID	[redacted]
C. TOTAL BENEFIT	
POTENTIAL ANNUAL FINANCIAL BENEFIT (A+B)	[redacted]

The performance of solar PV systems is impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year, and these estimates should not be considered a guarantee of performance. Self-consumption estimates, electricity savings, and grid income are heavily dependent on usage/consumption patterns and seasonal changes, and these estimated values should not be considered as a guarantee. Performance, consumption & financial benefit estimates are calculated in accordance with standard MCS methodology, see rates below. No inflation has been incorporated into these calculations, hence these estimates represent the first year of operation only. No site-survey undertaken at time of this estimation, hence Shade Factor assumed as 1. Shading in reality could affect actual performance of Solar PV system, payback period etc. Additional costs may apply depending on roof covering, inverter placement, and scaffolding requirements

[redacted]

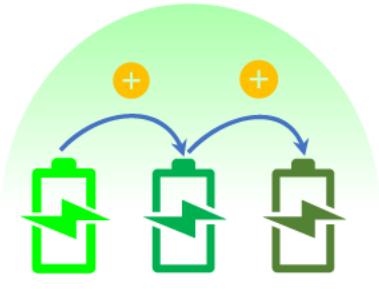
BATTERY STORAGE



STORE SURPLUS SOLAR ENERGY NOT USED BY HOME



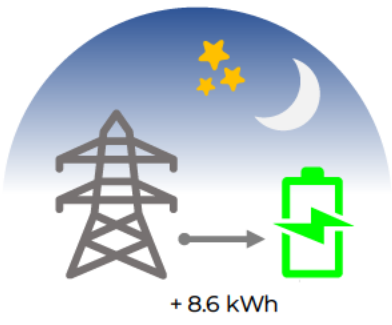
CHARGE FROM GRID DURING OFF-PEAK PERIODS



SIMPLE & CHEAP EXPANSION OF STORAGE SYSTEM

GRID CHARGING

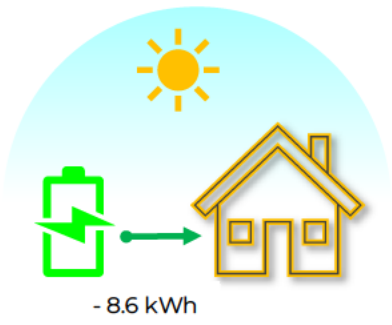
DURING NIGHT



+ 8.6 kWh

CHARGE BATTERY FROM GRID

DURING DAY



- 8.6 kWh

DISCHARGE BATTERY TO HOME

- Charge battery from grid when electricity is cheapest
- Minimise import from the grid when electricity is most expensive
- Effective during mornings & in winter months when Solar PV is unable to supply household loads
- Savings of up to 22p / kWh



BOOST YOUR SAVINGS BY ADDING ANOTHER BATTERY TO YOUR SYSTEM

HELP REMOVE YOUR DEPENDENCY ON EXPENSIVE GRID ENERGY

The calculations presented here are estimates only, and should not be considered as a guarantee of performance. The calculations presented here are subject to a number of technical assumptions; Battery Storage installed with 90% Depth of Discharge, battery storage charged to full capacity during 'off-peak' period on 'time-of-use' tariffs, usable battery capacity is entirely depleted during peak hours, one cycle per day (i.e. full charging & discharging of battery storage) for 92 days. Electricity rates used are based on recent time-of-use rates from various energy suppliers.

SYSTEM COMPONENTS

EQUIPMENT & SERVICES BREAKDOWN

DESCRIPTION OF GOODS & SERVICES	QUANTITY
DAS 445W Solar PV Module	16
FOX ESS INVERTER	1
FOX ESS 9.6 kWh (2x 4.8kWh) Solar Battery Storage	1
Roof Mounting Kit (Incl. Rail, Roof Hooks, Clamps)	1
Misc. Electrical AC & DC Components	1
Scaffolding Delivery, Assembly & Removal	1
Solar PV Equipment Delivery	1
Solar PV Roofing Installation	1
Solar PV Electrical Installation & Comissioning	1
Project EV 7kW Charger + Installation	0
TIGO TS4-A-O Optimiser	0
Marlec iBoost Hot-Water Diverter	0

GOODS & SERVICES SUB-TOTAL	£10,630.00
VAT	£0.00
TOTAL	**£10,630.00**

DAS 445W



25 Year Product Warranty

30 Year Output Warranty

Sleek All-Black Design

FOX ESS INVERTER



10 Year Warranty

Online Monitoring

IP65 Outdoor Installation

FOX ESS STORAGE



10 Year Warranty

Store Excess Solar

Charge From Grid

QUOTATION NOTES

GUARANTEES & WARRANTIES

DAS 445W Solar PV Modules: DAS-DH108ND-445W (Product & Performance)	25 & 30 Years
FOX ESS KH7 Solar PV Inverter (Online Registration Required)	10 Years
FOX ESS 9.6 kWh (2x 4.8kWh) Solar Battery Storage (Online Registration Required)	10 Years
Workmanship Warranties	2 Years

Your equipment is guaranteed by its manufacturer, but you should contact us in the first instance if anything appears to be operating incorrectly. In addition to the product guarantees, our work will be covered by a workmanship warranty. This workmanship warranty will be transferable to the new legal owner of the property if it is sold during the warranty period. As signatories to the HIES Consumer Code we are required to ensure that should we cease trading, due to receivership, administration or bankruptcy, that the workmanship warranty that we have in place for your installation will still be honored. When you confirm the order and we have received any requested deposit, we will register your name, address and the total value of the contract, within two working days on the HIES Job Registration System. A leaflet explaining the scheme is enclosed. If you are not content for us to register your details in this way, please let us know. The insurance provider will send the policy documents direct to you. This policy will be at no additional cost to you. Should we cause any damage, either to installed equipment or to your property we will rectify such damage without charge to you.

PAYMENT TERMS

DEPOSIT: 25% Payable on confirmation of order
ADVANCE PAYMENT: 40% Payable on equipment delivery
BALANCE: 35% Payable following final comissioning*

NOTE: It is important that this quotation is read in conjunction with the full performance estimate that accompanies it. If you require clarification on any point please do not hesitate to contact us. See Page 3 & 4 for more details. *Payment of final balance is due once the system is operating in-line with the system design (i.e. when the inverter is connected & generating power)

CUSTOMER CONFIRMATION

- We/I agree to the Quotation and confirm the order for the products and installation services specified
- We/I agree to the total cost and payment terms set out above
- We/I have read and agree to abide by the Terms and Conditions of the Contract provided with this Quotation
- By signing this form, you are also confirming that you have received Planning Permission or a Building Warrant for the proposed installation or ascertained that these are not required. We cannot be held responsible for any installations where Planning Permission or a Building Warrant was required but not obtained, and no refunds will be offered.
- We can accept payment by Cheque, Credit Card or by Bank Transfer; payment can also be made by telephone

NAME	
SIGNATURE	
DATE	

QUOTATION NOTES

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Costing
This quotation has been based on us being able to install your system as described without interruption. Should there be circumstances beyond our control which cause an interruption to the installation process we will discuss with you the implications of such a delay. Should you decide to make any changes to the agreed installation within your cancellation period, we will produce another full quotation which considers these changes. You will be given a further cancellation period to consider this quotation. Should you wish to make any changes to the agreed installation after your cancellation period has expired, again we will prepare a new quotation for you, but we reserve the right to charge for any reasonable costs we have incurred in working towards the original installation details. If, during the installation process, we come across any situation that we could not reasonably be expected to foresee, for example, remedial electrical or building work, we will discuss with you the implications and costs involved in rectifying the problem. Should you request any changes after the installation process has begun that involve additional cost, we will provide you with a quotation based on the daily or hourly rate of our installers. The rate that would apply would be £50 per hour or £400 per day.

Registering for Smart Export Guarantee (SEG)
The smart export guarantee (SEG) is an obligation set by the government for licensed electricity suppliers to offer a tariff and make payment to small-scale low-carbon generators for electricity exported to the National Grid, providing certain criteria are met. The SEG is an opportunity for anyone who has installed Solar PV up to a capacity of 5MW. The SEG Licensee is required to put processes in place to pay for the electricity exported by the eligible installation and to report to Ofgem on installations under the SEG arrangements. SEG Licensees determine the rate they will pay, contract length and other terms. However, whilst wholesale electricity prices can sometimes fall below zero, SEG Licensees must always offer a tariff that remains above zero. SEG payments must be calculated by SEG Licensees using Export Meter Readings. We will register your installation on the MCS Installation database and send you the MCS Certificate. You must send your MCS certificate to your chosen licensed electricity supplier in order to receive SEG payments.

Cancellation Rights
Your cancellation rights will vary depending on whether the contract you agree with us is considered to have been agreed on or away from trade premises. For contracts considered to have been agreed on trade premises you will be given a fourteen-day cancellation period from the day that the contract was signed. For contracts considered to have been agreed away from trade premises, your cancellation rights are as set out in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations. These regulations give you the right to cancel from the time that the contract is signed until fourteen days after the delivery of the last of the goods. If you wish us to begin work within the cancellation period you must give us express permission, in writing, to do so. You can find full details of your cancellation rights within the contract we will ask you to sign and also on the Cancellation Form we will issue to you.

Contract Terms
We have enclosed a copy of our contract with this quotation. Please read this carefully, and as always, please contact us if you require further clarification.

Timetable for works and subcontracting
If you decide to accept our quotation, we will contact you and arrange a mutually agreeable date to begin the installation. We will confirm this with you in writing. It usually takes us 2 days to carry out an installation. Your installation will usually take place within 6 weeks of receiving your order, subject to workload and availability of materials. We will contact you at the earliest opportunity should there be any delay in obtaining the goods or services required. We reserve the right to subcontract any aspect of installation, including but not limited to, scaffolding, roofing works or electrical works. We are responsible for ensuring that all subcontracted works are carried out to the standards required by MCS and the HIES Consumer Code.

Planning permission
If your property is a listed building or you are in a conservation area you may need planning permission. We will assist you in gaining any permission, but you are responsible for contacting your local planning authority to obtain confirmation that planning permission is not required. We cannot be held responsible for any installations carried out where planning permission was required but not obtained. No refunds will be given in such cases. Requirements regarding planning permission can vary from area to area. By signing the contract, you are confirming that you have received Planning Permission or a Building Warrant for the proposed installation or ascertained that these are not required. We cannot be held responsible for any installations where Planning Permission or a Building Warrant was required but not obtained, and no refunds will be offered. By signing and returning the Order Form, you are confirming the order for the products and installation services specified on this Quotation. This order will become binding when we notify you of its acceptance and will be governed by our installation terms and conditions. We are a signatory to the HIES Consumer Code, and this document is prepared in accordance with this Code, a copy of which is available on request.

Deposits and advance payments
We will never ask for more than a 25% deposit, including VAT, on signing of the contract. If we require you to make any advance payments, these will be communicated to you, in writing, with the dates that they are due to us. We will not ask for any advance payments more than 21 days from the agreed delivery or installation date. Your deposit and any further advance payments requested will be insured with HIES under their Deposit, Advanced Payment and Warranty Insurance scheme so that you can get the work completed or your money back if we cannot deliver your equipment because we have gone out of business. [NOTE: HIES will not cover deposits in excess of 25%] When you confirm the order and we receive any requested deposit, we will register your name, address and the total value of the contract with HIES within two working days. You will be sent your insurance policy documents directly from HIES. A leaflet explaining the scheme is enclosed. If you are not content for us to register your details in this way, please let us know

QUOTATION NOTES

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Metering
You'll need to have a smart meter or a meter capable of reporting exports on a half-hourly basis

Insurance
It is recommended that you inform your property insurers about the proposed installation to check if it will increase your buildings insurance premium. As signatories to the HIES Consumer Code, we must have appropriate insurance to cover possible third-party damage, which may be caused by any of our activities. We are insured by Hiscox via NAPIT Insurance.

Data protection
We will keep information about individuals in accordance with data protection legislation. We will not pass information to any third party without your permission. Information about you may be passed to the Home Insulation & Energy Systems Contractors Scheme (HIES) and its auditors as part of the Code administrators monitoring of their compliance with the Code. The Code administrator may contact you directly.

Commissioning the system
The installation will be commissioned according to MCS installation standards to ensure that the system is safe, has been installed in accordance with documented procedures and manufacturer's requirements and is operating correctly in accordance with the system design. Following the testing and commissioning of the system, we will give you a Handover Certificate. This certificate confirms that we have met the requirements of the MCS and it details key information about the installation. We will also, at this time, provide to you a Handover Pack containing information about the installed equipment and system performance. We will also explain the operation and maintenance requirements of the system. A detailed operating manual will be provided to you within 7 days. We will register the installation on the MCS Installation Database (MID) and will provide to you, within 10 working days, the MCS Certificate. This certificate should be retained in your Handover Pack.

After sales support and maintenance
If, following installation, the system does not appear to be operating correctly please refer to the operating instructions. We will explain to you, at the handover stage, the safe operation of the system. If you are still in doubt as to any aspect of the systems operation, please contact us. We will issue to you at handover information as to any maintenance requirements. We can, should you require it, provide servicing and/or maintenance contracts at additional cost.

The HIES Consumer Code
We are signatories to the HIES Consumer Code, membership number RAW/A/0917, and this document is prepared in accordance with the HIES Consumer Code. A leaflet describing the HIES Consumer Code is enclosed with this quotation. The Code can be viewed in full at: https://www.hiesscheme.org.uk/regulation/hies-scheme-rules-code-of-practice/

Complaints
We hope you won't have any reason to complain about any aspect of our service. But if you do, please contact us. You may contact us by telephone, letter or e mail, and you will find our contact details on this quotation. We will acknowledge and attempt to resolve your complaint promptly. Where we need to investigate the complaint, we will report to you our progress on any investigation within seven working days. If we are unable resolve your complaint, you may be able to complain to HIES. You can read about this here: https://www.hiesscheme.org.uk/what-we-do/alternative-dispute-resolution/#how-to-complain-and-who-to-complain-to

If you wish to accept the quotation
If you wish to accept the quotation, please read the Contract carefully. If you are in agreement with our terms and conditions, please complete the Customer Confirmation and return it to us together with the signed Contract and your deposit payment if we have requested one. We will then contact you to arrange the date for the installation. If you have any questions on any aspect of this quotation, the contract or any other related issue please do not hesitate to contact us.

1. The Quotation

The quotation we have given you is valid for 30 days from the date of issue. To confirm your order, you will need to sign both copies of this contract; you should keep one copy for your records and return the other copy to us at the address on the quotation. No contract will be in place until we confirm the order with you. The quotation will document all goods and services we propose to supply, along with the total price for these goods and services including VAT. We will provide you with a timetable for supplying the goods and carrying out the installation. The quotation will include information as to the performance of the technology we have proposed to install. These performance estimates will be calculated according to the requirements of the appropriate MCS Standard. We will discuss with you and provide you with information as to the location of key components. You will be given the opportunity to approve the site designs before work commences. We will advise you on approvals and permissions that may be required for the work; however, it will be your responsibility to ensure that such approvals and permissions are in place. If there are additional payments that you may have to make, such as planning costs or if you need to consult a Structural Engineer, we will offer assistance and advice, but you will be responsible for these costs. If there is a particular service or item of equipment that would normally be considered as part of the installation and you have requested that this not be included, then we will have documented this on the quotation. Please take time to acquaint yourself with this contract, if there is anything you do not understand, or if you require clarification on any point, please contact us.

2. Right to cancel

Your rights under this contract Should you decide within fourteen days of signing this contract that you do not wish to proceed, you may do so. Any advance payments we have taken from you will be returned. You should put your wish to cancel in writing, either by completing the Cancellation Form we have supplied to you, or by writing to us at the address on the quotation. You may also cancel this contract if there is an unreasonable delay in the installation being carried out, if this has not been caused by you. You would also be entitled to a full refund if that delay has been caused by something outside of our direct control but not caused by you. If you cancel this contract outside the cancellation period, you may have to pay to us reasonable costs for any losses we may have incurred. We will attempt to keep these costs to a minimum. If you have paid us a deposit or any advance payments, we may retain all or part of these payments as a contribution. You will be entitled to cancel this contract if there is a serious delay in our ability to carry out the agreed work that is outside of your control, but within our control. You will be entitled to a full refund. If we are in serious breach of our obligations as detailed in this contract then you will be entitled to cancel this contract, request a repair or replacement or you may be entitled to request compensation. You can only recourse to these actions if the goods or services are incorrectly described or not fit for purpose. You will not be entitled to seek these remedies if you have changed your mind about the goods and services agreed to.

3. Effects of cancellation

Should you decide within fourteen days of signing this contract that you do not wish to proceed, you may do so. Any advance payments we have taken from you will be returned. You should put your wish to cancel in writing, either by completing the Cancellation Form we have supplied to you, or by writing to us at the address on the quotation.

4. Work begun prior to the expiry of the cancellation period

If you have agreed in writing that work will commence before the fourteen day cancellation period expires, and you subsequently cancel, you are advised that reasonable payment may be due for any work carried out. You must confirm to us in writing that work may commence before your cancellation period expires.

5. Related credit and other agreements

If you decide to cancel your contract for our goods and services, then any credit agreement and any other ancillary contracts related to the main contract will be automatically cancelled.

6. Our rights under this contract

If within fourteen days of us informing you in writing of a serious breach of your obligations to us you have failed to rectify this breach, we will have the right to cancel this contract. Should we suffer any losses due to a breach of this contract then we will be entitled to reasonable compensation to cover these losses. We are required to attempt to keep all losses to a minimum.

7. Timetable for works

We will have agreed with you a timetable for carrying out the installation. By signing this contract, you are confirming that you agree with this timetable. There can be occasions that this timetable may need to be varied, due to, for example, poor weather or unavailability of goods and services. We will inform you of any delay we become aware of at the earliest possible opportunity. We would then arrange a new mutually agreeable timetable. In the case of severe delays to the delivery of goods then you may be offered different products of equivalent specification, value and quality, so long as they are MCS certified. You can either accept that offer, wait for the products you ordered or choose to cancel the contract without penalty. Should the delay be caused by us, or by our suppliers, and that delay could be considered as severe by a reasonable person, you would be entitled to cancel this contract without penalty to you. Should the delay be caused by you, we will attempt to accommodate that delay without cost to you. However, if the delay incurs us in extra costs, for example scaffolding, we will require that you cover these costs.

8. The Installation

The installation will be carried out strictly in line with the MIS Standard relevant to the technology, and to any document referred to within that standard. In addition, we will ensure at all times that we meet all our obligations under the HIES Consumer Code. The goods we supply will be of satisfactory quality and fit for the purpose. They will operate as we have described to you. We will have insurances in place which will cover any loss or damage caused by us or our agents. You will be required to supply to us normal services free of charge; this would include toilet, washing, water facilities and electricity. You should also ensure we have safe and easy access to the installation area. Any work to prepare for the installation, carried out by you or a third party that you employ should be carried out in line with the agreed start date for the installation. If this work has not been completed and a consequent delay is caused you may be liable for any costs incurred by us for such a delay. The work will be carried out by personnel trained in each of the tasks they are assigned. You will be given warranties for both the installation itself and for the installed goods. The terms of these warranties will be given to you in writing and we will explain them to you verbally. Within seven days of the completion of the installation we will hand over to you all documentation required as set out within the appropriate Microgeneration Installation Standard.

9. Deposits, advance payments and goods purchased with deposits and advance payments
Any deposits and advance payments that you make to us can only be used to carry out work under this contract. We are required under the HIES Consumer Code to protect any deposits and advance payments you make to us, up to 25% or to the value of £5,000, whichever is the lower amount, as well as the Workmanship Warranty, with an insurance policy. To comply with this requirement all orders and contracts will be registered on the HIES Job Registration System within 2 working days of the order/contract being signed by the customer. You will be entitled to claim on this policy should we fall into receivership, bankruptcy or administration. When we purchase goods for use under this contract the legal title to those goods or the proportion of which you have paid us for will pass to you. We will either deliver them to you or we will store them for you and mark them as your property. They will be kept separate from other goods. We will ensure that these goods are insured until they are delivered to you. You may make arrangements to inspect the goods or to remove them from our premises if you wish. If we have requested a deposit, then this deposit will not exceed 25% of the total contract price set out in the quotation. Should you decide to cancel this contract within the cancellation period, then this deposit will be returned to you promptly. **[NOTE: HIES will not cover deposits or advance payments in excess of 25%]** We will not request advance payments to be made any more than 3 weeks from the agreed delivery or installation date. If we have requested a deposit before a full technical assessment of your property has been made, and we are unable to proceed because of something discovered during that technical inspection, then any deposits or advance payments will be returned. The quotation will set out in detail when invoices will be sent and the amounts due for each payment.

10. Goods belonging to us
Any goods belonging to us that have been delivered to you should remain clearly identifiable as our property. Until the title to the goods is transferred to you the goods should be stored in such a way as they are protected from damage. They should be kept in their original packaging. Should you fear for the safety of the goods in any way, or you feel that the goods are causing any form of hazard you should contact us. Where products and materials are delivered to, or stored at, the installation site you, the customer, shall not be liable for inspection, storage or handling of those goods. This does not preclude us asking you to check the goods received for any visible damage, and to ensure they are correct. Should you terminate the contract for any reason, then we will make arrangements with you to collect the goods. If this happens then we will reimburse you if any of your money was used to purchase a proportion of the goods. If you do not make adequate and reasonable arrangements with us to allow the goods to be collected, we retain the right to take legal proceedings to recover the goods or their value. The amount of any reimbursement may be reduced by any reasonable costs we may have incurred.

11. Changes to the planned work
If you decide to make changes to any planned work after you have signed this contract you should contact us without delay. Wherever possible we will incorporate your changes and if we are not able to do so we will inform you as to why it is not possible for us to do so. Where we are able to agree to your changes, we will require that you set out, in writing and within fourteen days, confirmation of your request. You need to be aware that any changes to the original design may mean an adjustment to the cost of the installation. Any adjustment in the cost, either in addition or subtraction will be dealt with as a Variation of Contract and we will adjust the price by written agreement with you. There can be occasions when we come across unexpected work. Should this arise, we will discuss this with you. If it is an area of work in which we are competent to operate, we will issue you with a quotation to complete that work. We will have documented on the quotation the normal rate for the work of our installers. If the work is outside our area of competence, we will assist you in finding a suitably qualified contractor to carry out the work. If this unexpected work causes a delay in the installation process, we may need to make reasonable charges for this delay.

12. Late payment
You should make the payments agreed on the quotation as they become due. The final payment will be due on completion of the installation. If you fail to make any agreed payment, we may cease work. If you fail to pay the amount specified in an invoice sent to you by the agreed due date, then we reserve the right to charge you interest until you pay the amount due. The interest rate we will charge will be 3% above the Bank of England base rate. It is not permissible under this contract to withhold any more than a proportionate amount of the outstanding balance for any alleged defect. If you do withhold any amount after a payment has become due, you should give us notice of your intention before the final date on which payment is due. You should also, with that notice, state the reasons for withholding payment. If we intend to cease work, we will give you notice of this in writing. If you are in breach of this contract because you have not made a payment that was due to us and we have ceased work, you may have to compensate us for any additional costs we have incurred. Dependent on the circumstances, we may require that the goods are returned to us. If necessary, we will take legal proceedings to recover the goods or/and any outstanding amounts due to us.

13. Complaints
If you have reason to complain about any aspect of our dealings with you, we will supply you with the following information:

- The name and contact details of the person with whom initial and ongoing contact should be made;
- The timescale for the sending of a written acknowledgement of a complaint;
- The details of the timescale within which the outcome of an investigation of the complaint will normally be completed.

We will advise any complainant at the earliest opportunity if we consider we will be unable to meet our normal timescale for the investigation of complaints, and we will give reasons for the same and will advise the complainant of the new anticipated date of completion of the investigation;

14. Alternative Dispute Resolution (ADR)

Note: The HIES ADR process only covers unresolved disputes arising from issues connected to the sale and installation of small scale renewable technologies. In the event of an unresolvable issue, we can refer our case to the nominated alternative dispute resolution provider through HIES, QA Scheme Support Services LTD and the Dispute Resolution Ombudsman. HIES can be contacted at: Centurion House, Leyland Business Park, Centurion Way, Leyland, PR25 3GR, 0344 324 5242 or info@hiesscheme.org.uk. The parties agree that, in the event of a dispute, we will exclusively attempt to resolve the dispute through using HIES's alternative dispute resolution services. If we are unable to resolve the dispute through mediation, the complaint can be referred by HIES to The Dispute Resolution Ombudsman, who is entirely independent of HIES. This Contract is subject to the applicable laws of England, Wales, Scotland & Northern Ireland and subject to the agreement of the parties to attempt to resolve a dispute through alternative dispute resolution, the courts of England, Wales, Scotland & Northern Ireland shall have exclusive jurisdiction to hear any dispute arising from this Contract. If any court, ombudsman or any other competent authority decides that any aspect of any term of this Contract is invalid or unenforceable, that aspect of that term shall be severed from the Contract and shall have no effect on the remainder of the Contract.

We recommend that you read the HIES Code of Practice, it is available at:
https://www.hiesscheme.org.uk/regulation/hies-scheme-rules-code-of-practice/

15. Privacy

Using Your Personal Information

1. We will use the personal information you provide to us in accordance with the Data Protection Act 2018 ,General Data Protection Regulations and more specifically to:
    a) Supply the Goods and Services to you
    b) Process any payments that you make for the Goods and Services, including if necessary conducting credit reference check;
    c) Register your installation with any relevant bodies, including your deposit protection and insurance backed guarantee and any competent persons scheme;
    d) Address any concerns or complaints that you have about the Goods and Services, including liaison with HIES and QA Scheme Support Services Limited or The Dispute Resolution Ombudsman where the law requires us to share.

Where you have indicated that you would like to receive further information on offers, products and services, you can change this at any point by contacting us.

[redacted]

Customer Name:	
Address:	
Signed on behalf of the Company:	
Signature of the Customer:	
Date of contract agreement:	

RIGHT TO CANCEL

ISSUE DATE:

Your contact with us for this contract is: Millie Rawson

Notice of Right to Cancel the Contract

Customer Cancellation Rights
You have the right to cancel, if you wish, within fourteen days of you signing the Contract. Cancellation should be communicated in writing or by e-mail to:

Millie Rawson
Rawson EV Power Ltd – Unit 4 The Bridge Business Centre, Wrexham Ind Estate, Wrexham, LL13 9UG
agr@r-evpower.co.uk

The Cancellation Notice form shown below may be used to exercise this right and can be delivered in person, by email or sent by post – in which case you should obtain a Certificate of Posting or Recorded Delivery slip. You are advised to take a copy of the cancellation notice before returning it to us. Your cancellation is deemed to have been served as soon as it is delivered in person, posted, or, if you have sent an email, from the day the email is sent to us.

Work begun prior to the expiry of the Cancellation Period
If you have agreed in writing that work will commence before the fourteen day cancellation period expires, and you subsequently cancel in accordance with your rights, you are advised that reasonable payment may be due for any work carried out. You must confirm in writing that work may commence before your cancellation period expires. You can use the form on Page 3 of this document to do this.

Cancellation Notice
(Complete, detach and return this portion of the form ONLY IF YOU WISH TO CANCEL THE CONTRACT)

To: Rawson EV Power Ltd
Unit 4, Bridge Business Centre,
Wrexham Ind Estate
Wrexham
LL13 9UG
0808 196 8338
agr@r-evpower.co.uk

Name of person dealing:

Contract Reference or name and address of customer:

I/We (delete as appropriate) hereby give notice that I/we wish to cancel my/our contract.

Customer Name:	
Address:	
Signature of the Customer:	
Date:	

Work Commencing Prior to the Expiry of the Cancellation Period
If you wish us to start work before the Cancellation Period expires, you should sign below to confirm this agreement.
You need to be aware that if you decide to cancel within fourteen days, reasonable payment may be due for any work already carried out prior to cancellation. I/We (delete as appropriate) agree that work may commence on ....., before my cancellation period has expired.
I understand that if I decide to cancel within fourteen days, I may be asked to pay reasonable costs for any work that been carried out prior to my cancellation.

Customer Name:	
Address:	
Signature of the Customer:	
Date:	