

Our Proposal

Proposal prepared for: Sonia Gayle

Installation Address: 13 Bushey Wood Road, Sheffield, S17 3QA

Be in charge of your Energy bills and carbon footprint...

Thank you for providing us with the opportunity to share our proposal for your clean energy requirements. In a world where fossil fuels are diminishing and energy costs are increasing, now is a great time to explore the benefits of Solar PV.

Solar Photovoltaic Systems (also referred to as Solar PV) are one of the most popular ways to save energy and money. We use the very best materials available and that is why our solar panels are MCS certified and backed up with the most robust guarantees in the industry.

The benefits of choosing Solar PV Systems...

The energy from the sun is entirely free and abundant in supply! Anyone using a Solar PV system can access this power source, and with today's advances in technology, this really makes it a sensible alternative to increasing energy bills.

Homes and businesses are saving money right now with this amazing, yet simple, technology. You can join the thousands of people who are saving energy today and rest assured that we will always offer the best advice, backed by our quality installation guarantee.



How Solar PV works...

PV systems use cells to convert sunlight into energy. The PV cell consists of one or two layers of a semi conducting material -usually silicon. When light shines directly on to the cells, it creates an electric field across the two layers and allows electricity to flow.

The greater the intensity of light, the greater the electricity that is generated. The solar panels gather the electricity and this is then converted to AC electricity via the inverter.

Once this has been converted, you are ready to use the electricity or export it back to the grid.

Please take the time to read our proposal. We have detailed information you will need when considering the installation of your new Solar PV system and should you have any further questions, please do not hesitate to ask, we are only a phone call away.

Your details...

Having carefully reviewed the information you have kindly provided; we have determined that your property; 13 Bushey Wood Road, Sheffield, S17 3QA is suitable for a 6.15 kWp photovoltaic system. This proposal is subject to a detailed site survey.

Who we are...

ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED is a Limited Company and can be contacted by telephoning 01226715522 or by writing to Unit 10, Spring Park, Clayburn Road, Barnsley, England, S72 7FD. Our VAT number is GB180620429.

Peace of mind...



ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED is a member of the Renewable Energy Consumer Code which is backed up by the Trading Standards Institute. Our registration number is 00064024. Further information can be found at www.recc.org.uk

As an approved accredited Microgeneration Certification Scheme (MCS) installer, ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED is audited annually by NAPIT who ensure that our procedures and installations are to the highest standard of the MCS. Our registration number is NAP25111. More information can be found at www.mcscertified.com



Your reference for enquiries...

Should you have any questions, please quote your unique reference number - (366T1626). We have appointed ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED to be your first point of contact they and can be contacted by calling 01226715522. We strive to deliver maximum customer satisfaction. If you feel this is not the case then you can raise your concerns or raise a complaint using our contact details at the top of this page.

This proposal...

This proposal was prepared on 04/08/23 and is valid for 7 days. This proposal will expire on 11/08/23. Any Information you have provided to ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED will be kept in accordance with the data protection legislation.

System performance...

We have included within this proposal an estimated predicted system performance. You should note that this estimate is based upon the MCS procedural guidance and should not be considered a guarantee of the performance. The predicted system performance document tells you how we have calculated the figures and what our assumptions are based upon.

Getting more information...

More information about renewable energy and its benefits can be found by visiting the Energy Saving Trust website: www.energysavingtrust.org.uk This proposal is prepared in accordance with RECC code. More information can be found at: www.recc.org.uk.

Description of goods and services we will provide...

ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED recommends the following price proposal based on the information and suitability of your property.

Qty	Description	VAT	Unit Price(£)	Total (£)
1	SUPPLY OF PHOTOVOLTAIC SYSTEM (6.15 kWp)	0%	12,640.00	12,640.00
1	EMLITE TWO WAY METERING <i>Defect:5 year(s) Performance:5 year(s)</i>	-	-	-
1	ABOVE ROOF RAIL SYSTEM <i>Defect:10 year(s)</i>	-	-	-
15	LONGI SOLAR LR5-54HIB 410W <i>Defect:12 year(s) Performance:25 year(s)</i>	-	-	-
4	HANCHU ESS HANCHU ESS 3.2KW <i>Defect:12 year(s) Performance:12 year(s)</i>	-	-	-
1	LUX POWER LUX 6KW HYBRID <i>Defect:10 year(s) Performance:10 year(s)</i>	-	-	-
Sub Total:				12,640.00

Qty	Description of Services	VAT	Unit Price(£)	Total (£)
1	INSTALLATION OF PHOTOVOLTAIC SYSTEM		0.00	0.00
Sub Total:				0.00

Sub Total (excluding VAT) £12,640.00

VAT (0%) £0.00

Total (including VAT) £12,640.00

Summary of goods & works provided...

- ✓ ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED will supply, design, and install your Solar PV system as described in our proposal. In addition, all systems will be installed and designed in accordance with the relevant small scale embedded energy (SSEG), engineering recommendation G98 or G99, and the Installation of Photovoltaic Systems, as published by the MCS.
- ✓ This proposal is provided on the understanding that where required.
 - Scaffolding is the responsibility of ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED to provide
 - Energy Performance Certificate is the responsibility of ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED to provide
- ✓ Unless we have otherwise indicated, our proposal includes provision of the following; Additional access equipment to scaffolding, installation of Solar PV Mounting system, all electrical and cabling connections, installation of all required components to the manufacturer specifications.
- ✓ If ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED decide that the erection of specialist scaffolding is required for the safe installation of solar panels, this scaffold is solely to be used by ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED. If damage or injury occurs due to unauthorised use of the scaffold ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED are not liable.
- ✓ All installed equipment shall be fit for its purpose in the installation and have completed the conformity assessment process and is appropriately marked by a Notified Body in compliance with the relevant legislation.
- ✓ The Solar PV modules installed shall be certified and meet the MCS 005 standards
- ✓ We will liaise with your local District Network Operator, issue your MCS certificate of conformity, and notify your local building control office of conformity under Part P.
- ✓ We will use protective coverings whilst working within your property and remove all waste packaging at the end of the installation.

Deposits and advance payments...

- ✓ A proposed payment schedule is contained within this proposal.
- ✓ Where ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED require a deposit payment, this will be no more than 25% of the contract price including VAT, and payable on or shortly after confirmation of your order.
- ✓ We may require a further advance payment no more than 14 days prior to the installation, but this will never be more than 60% up-front, including the deposit.
- ✓ If a deposit and/or advance payment of up to 25% of the contract value or £5000 (whichever is the lowest amount) is required, ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED will insure this deposit amount with the chosen company deposit scheme IWA with the intention that you can get the job completed or your money back, if we cannot deliver your equipment should ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED fall into receivership, administration or bankruptcy. Any monies given up-front may be placed in a separate ring-fenced client account or payment protection scheme and will only be used to pay for goods and services associated with your contract.
- ✓ When you confirm the order and we receive your deposit, we will register your name and address and total value of the contract with IWA. All policy information will be sent to you by IWA. If you do not consent to your details being registered, please contact us at 01226715522.

Some details you need to know...

- ✓ Whilst most Solar PV installations are allowed under the permitted development scheme, there are some exceptions to this where planning permission maybe required.
- ✓ We have issued this proposal on the assumption that all local planning regulations and permissions have been obtained and satisfied by you. We can advise you on this, however, our proposal does not include any provision for professional fees and/or services required to obtain such permissions or local planning fees. You are reminded that ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED cannot be held responsible for any installations carried out where planning permission was required, but not obtained, and we cannot offer refunds in such cases.
- ✓ Enclosed with this proposal is a diagram showing the location of the main components that we will install.
- ✓ Should any unexpected works arise, we will liaise with you and determine an acceptable way forward. Our daily charge, to carry out any works other than those described in your order, are £350.00 per person per day. Any agreement made will be confirmed in writing before commencement.

Timetable of works...

- ✓ We will agree an acceptable installation date once your order has been confirmed, signed, and received by ourselves, and after the receipt of any deposit or advance payments detailed in the payment schedule. It usually takes up to 10 days to install the PV system including the erecting and removing of access equipment where required.
- ✓ Your installation will normally take place, after the cancellation period has passed, subject to prevailing work load, inclement weather conditions and availability of equipment and materials.
- ✓ We do not normally start any work until after your 14 day cancellation period. Should you wish for works to commence sooner, please be aware that you must request this in writing using the accompanying express request for work to commence form.
- ✓ For more information about your right to cancel the contract, please see the *Notice of the Right to Cancel Contract* document contained within this proposal.

Structural integrity & insurance...

- ✓ Unless otherwise stated, we believe that the structure is suitable for the installation of a Solar PV system. ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED ensures that the roof structure is checked by a suitably competent person to ensure it can withstand the loads imposed by the Solar PV system installed. The responsibility to obtain an independent structural survey or opinion, where deemed necessary or where MCS dictates is ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED.
- ✓ We recommend that you inform your building insurers of the proposed installation of the Solar PV system. Your insurer may require an additional premium in some instances.
- ✓ ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED has insurance to cover and mitigate any third party losses and/or damage which may be caused by any of our activities involving the supply and installation of your Solar PV system. A copy of our insurance certificate is available on request.

Workmanship warranties & guarantees...

- ✓ All goods supplied are guaranteed by their manufacturer. The warranty information for each item does vary but details are contained herein by admission of manufacturer datasheets.
- ✓ Any product damaged by ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED during the installation shall be replaced free of charge.
- ✓ We guarantee our workmanship, separate to goods supplied manufacturer warranties, for 2 years from the date of installation.
- ✓ This workmanship warranty will be transferable, without charge, to the new legal owner of the property if it is sold during the warranty period. We recommend updating ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED on 01226715522 with the new details of the property owner.
- ✓ As members of RECC we are required to have arrangements in place so that your workmanship warranty from ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED will still be honoured, should ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED cease to trade and not be in a position to honour this warranty.
- ✓ Our workmanship warranty is insured with IWA. You will receive an individual policy document confirming the details of the workmanship warranty insurance.
- ✓ Where there is a need to claim on a manufacturer's warranty within the first 2 years of installation, we will make the claim from the manufacturer on your behalf under the manufacturers' standard terms and conditions.

System commissioning & handover...

- ✓ ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED will test and commission your Solar PV system. The Solar PV system will be commissioned, inspected and tested in accordance with the requirements of MCS and the manufacturers installation requirements to ensure safe system operation.
- ✓ Following the testing and commissioning of the system, the system will be registered with the MCS Installation Database (MID) and a MCS certificate generated within 10 working days.
- ✓ ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED will collate and provide to you a comprehensive document pack at the point at which the Solar PV system is handed over to you.

Support and maintenance...

- ✓ Solar PV Systems have no moving parts so they require little maintenance. However, they are not completely maintenance free and a yearly check of the system is recommended.
- ✓ You should complete the following checks;
 - Visual check of solar modules from ground level (check for slipped modules, damage, soiling etc)
 - Visual check of inverter where safe access (check for indication for fault or damage)
 - Recorded generation is increasing
 - Visual check for structural distress (particularly after heavy winter snow)
 - Reduce shading from vegetation growth where possible
- ✓ We can provide a maintenance contract as an optional extra service. Where not already included or described in the description of goods and services contained herein additional costs for this service start from 0.00. Further details of this are available upon your request.

Additional notes & unless otherwise stated...

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Predicted System Performance

The predicted performance is based upon the following assumptions...

Predicted System Output	Assumed Annual Inflation (RPI)	Assumed on-site energy Consumption	Environmental Impact CO2 Savings
2,693.67 kWh/annum	3%	70%	0.203 kg saved per PV kWh
Our Proposal Installation Costs	Assumed Energy Unit Cost	Assumed Annual Energy Inflation	Environmental Impact 20 years CO2 Savings
£6,741.33 Inc VAT	£35.00 pence	8%	12 tonnes

Address and Climate Data...

Address		Post Code	Project Reference
13 Bushey Wood Road, Sheffield, S17 3QA		S17 3QA	GJN1608/366T1626
Roof Pitch	Irradiance Zone	Irradiation Level	Degrees from South
40°	11	838	45°

Some things you need to know...

1. The predicted output assumes degradation at 0.5% loss per year from the collectors.
2. The predicted system performance calculation illustrated in this table is based upon the MCS standard using regional zone data as published on the MCS website, you can access this by visiting www.mcscertified.com
3. The calculation is given in the assumption that no further structural or shading changes are made before or after the time of installation, this could affect the system performance if this alters. You should be aware that overgrown trees, shrubs and hedges may also create shading at a later date.
4. We have illustrated at the end this document how we have made the calculations and how these are worked out.
5. Clarification of our assumptions can be requested by contacting us.

Your predicted system performance 20 year outlook...

Year	Estimated Yearly Energy (kWh)	Predicted Unit Cost + Inflation	Predicted Annual Bills	Export @ 30% + RPI	Export Total	Estimated Generation (kWh)	Collector Efficiency	Electricity Used on Site (kWh)	Saving from Energy Used	Annual Total Including Savings	Accumulative Total
1	4,380.00	35.00p	£1,533.00	7.00p	£56.57	2,693.67	100%	1,885.57	£660	£717	£717
2	4,380.00	37.80p	£1,655.64	7.21p	£58.26	2,693.67	100%	1,885.57	£713	£771	£1,488
3	4,380.00	40.82p	£1,788.09	7.43p	£59.41	2,666.73	99%	1,866.71	£762	£821	£2,309
4	4,380.00	44.09p	£1,931.14	7.65p	£61.19	2,666.73	99%	1,866.71	£823	£884	£3,193
5	4,380.00	47.62p	£2,085.63	7.88p	£62.39	2,639.79	98%	1,847.86	£880	£942	£4,136
6	4,380.00	51.43p	£2,252.48	8.11p	£64.27	2,639.79	98%	1,847.86	£950	£1,015	£5,150
7	4,380.00	55.54p	£2,432.68	8.36p	£65.52	2,612.86	97%	1,829.00	£1,016	£1,081	£6,231
System Payback											
8	4,380.00	59.98p	£2,627.29	8.61p	£67.48	2,612.86	97%	1,829.00	£1,097	£1,165	£7,396
9	4,380.00	64.78p	£2,837.48	8.87p	£68.79	2,585.92	96%	1,810.14	£1,173	£1,241	£8,637
10	4,380.00	69.97p	£3,064.47	9.13p	£70.85	2,585.92	96%	1,810.14	£1,266	£1,337	£9,975
11	4,380.00	75.56p	£3,309.63	9.41p	£72.22	2,558.98	95%	1,791.29	£1,354	£1,426	£11,401
12	4,380.00	81.61p	£3,574.40	9.69p	£74.39	2,558.98	95%	1,791.29	£1,462	£1,536	£12,937
13	4,380.00	88.14p	£3,860.35	9.98p	£75.81	2,532.05	94%	1,772.43	£1,562	£1,638	£14,575
14	4,380.00	95.19p	£4,169.18	10.28p	£78.09	2,532.05	94%	1,772.43	£1,687	£1,765	£16,340

15	4,380.00	102.80p	£4,502.72	10.59p	£79.57	2,505.11	93%	1,753.58	£1,803	£1,882	£18,222
16	4,380.00	111.03p	£4,862.94	10.91p	£81.96	2,505.11	93%	1,753.58	£1,947	£2,029	£20,251
17	4,380.00	119.91p	£5,251.97	11.23p	£83.51	2,478.17	92%	1,734.72	£2,080	£2,164	£22,415
18	4,380.00	129.50p	£5,672.13	11.57p	£86.02	2,478.17	92%	1,734.72	£2,246	£2,332	£24,747
19	4,380.00	139.86p	£6,125.90	11.92p	£87.63	2,451.24	91%	1,715.87	£2,400	£2,487	£27,235
20	4,380.00	151.05p	£6,615.97	12.27p	£90.26	2,451.24	91%	1,715.87	£2,592	£2,682	£29,917

Please note that our estimates do not include replacement costs of equipment not covered by a warranty or that have a warranty shorter than the collectors installed. Components may need replacing after their warranty period.

General Guidance...

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. This estimate is based upon procedure as set out in the standards in the MCS New PV Guide v1 and is given as guidance only. It should not be considered as a guarantee of performance.

A further illustration of the reward calculation can be found at www.energysavingtrust.org.uk and the applied procedure under the MCS installer standards at www.mcscertified.com

Accuracy Guidance...

The system performance calculation has been undertaken using the estimated values for array orientation, inclination or shading. Actual performance may be significantly lower or higher if the characteristics of the installed system vary from the estimated values. This calculation is subject to a full site survey having been completed.

Shading Guidance...

The shade assessment has been undertaken using the MCS Guide to the installation of Photovoltaic systems procedure and it is estimated that this method will yield results with 10% of the annual energy yield for most systems. Attached to this document is the horizon sun path chart which is used in the calculation procedure. Shading will be present on your system that will reduce its output to the factor stated. This factor was NOT calculated using the MCS shading methodology, but we can confirm that the system as quoted, taking into account the shading present, will deliver at least 90% of the energy (in kWh) as set out in this performance estimate.

How we work it out...

There are 3 different factors used to make up this calculation **kWp x Kk x SF**

1. **kWp** is the total size of the solar array installed.
2. **Kk** this information is the irradiance (sunlight) in your postcode region.
3. **SF** you can see how this is calculated in shading guidance.

The calculation we have used in this instance, to give the assumed output is...

$$3.28 \times 838 \times 0.98 \\ = 2,693.67 \text{ kWh per year}$$

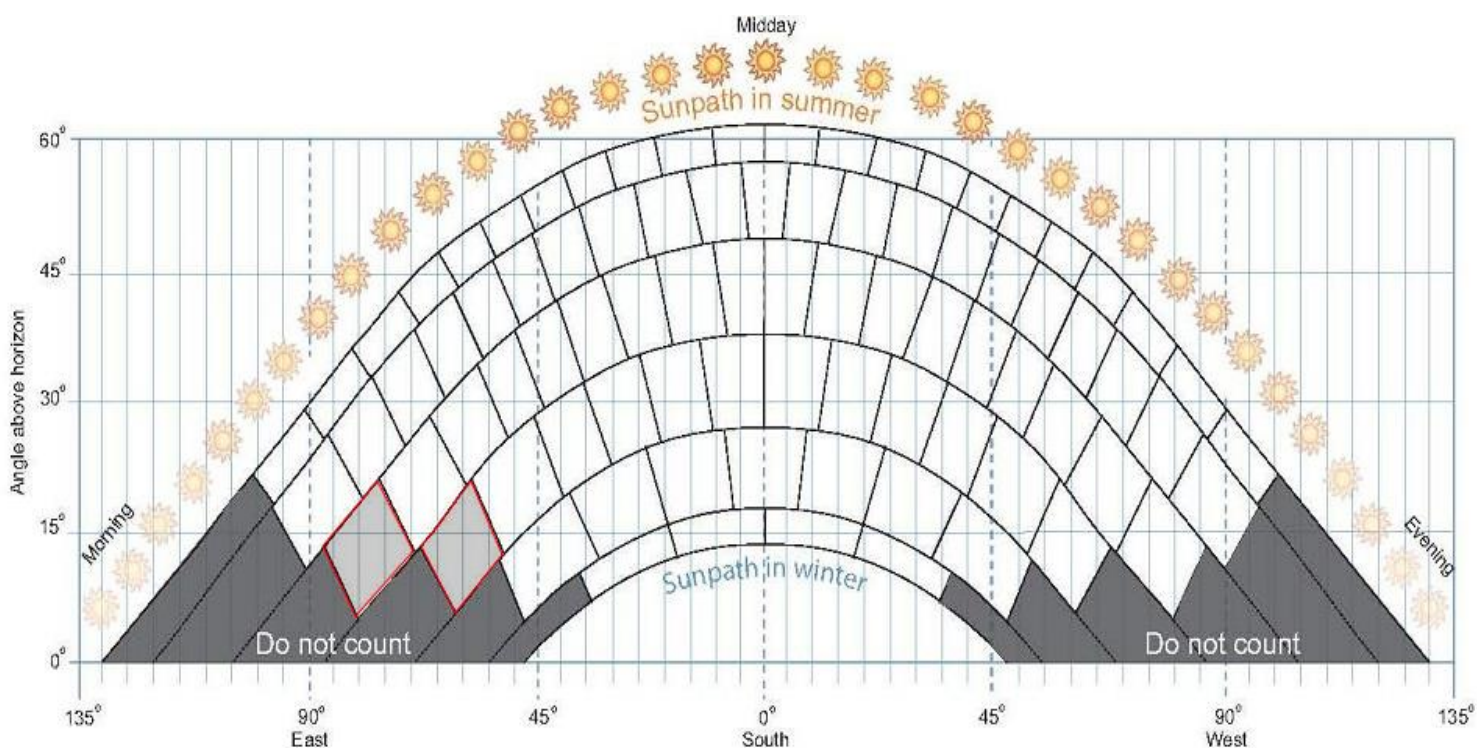
Calculation Information...

Important Note: 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. This estimate is based upon standard MCS procedure and is given as guidance only for the first year of generation. It should not be considered as a guarantee of performance.

The solar PV self-consumption has been calculated in accordance with the most relevant methodology for your system. There are a number of external factors that can have significant effect on the amount of energy that is self-consumed so this figure should not be considered as a guarantee of the amount of energy that will be self-consumed.

Sunpath Diagram and Shading Values...

We have determined the current shaded areas for your property and show them on the diagram below. This may be subject to change over time.



Key Performance Summary

A. Installation Data		
Installed capacity of PV system – kWp (stc)	3.28	kWp
Orientation of the PV system – degrees from South	45	°
Inclination of system – degrees from horizontal	40	°
Postcode region	11	
B. Performance Calculations		
kWh/kWp (Kk) from table	838	kWh/kWp
Shade Factor (SF)	0.98	
Estimated annual output (kWp x Kk x SF)	2,693.67	kWh
C. Installation Data		
Assumed occupancy archetype	Not Applicable	
Assumed annual electricity consumption, kWh	4,380.00	kWh
Assumed annual electricity generation from solar PV system, kWh	2,693.67	kWh
Expected solar PV self-consumption / Self-sufficiency (PV Only)	N/A	kWh
Grid electricity independence / Self-sufficiency (PV Only)	N/A	%

Predicted System Performance

The predicted performance is based upon the following assumptions...

Predicted System Output	Assumed Annual Inflation (RPI)	Assumed on-site energy Consumption	Environmental Impact CO2 Savings
1,948.10 kWh/annum	3%	70%	0.203 kg saved per PV kWh
Our Proposal Installation Costs	Assumed Energy Unit Cost	Assumed Annual Energy Inflation	Environmental Impact 20 years CO2 Savings
£5,898.67 Inc VAT	£35.00 pence	8%	9 tonnes

Address and Climate Data...

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3. The calculation is given in the assumption that no further structural or shading changes are made before or after the time of installation, this could affect the system performance if this alters. You should be aware that overgrown trees, shrubs and hedges may also create shading at a later date.
4. We have illustrated at the end this document how we have made the calculations and how these are worked out.
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Your predicted system performance 20 year outlook...

Year	Estimated Yearly Energy (kWh)	Predicted Unit Cost + Inflation	Predicted Annual Bills	Export @ 30% + RPI	Export Total	Estimated Generation (kWh)	Collector Efficiency	Electricity Used on Site (kWh)	Saving from Energy Used	Annual Total Including Savings	Accumulative Total
1	4,380.00	35.00p	£1,533.00	7.00p	£40.91	1,948.10	100%	1,363.67	£477	£518	£518
2	4,380.00	37.80p	£1,655.64	7.21p	£42.14	1,948.10	100%	1,363.67	£515	£558	£1,076
3	4,380.00	40.82p	£1,788.09	7.43p	£42.97	1,928.62	99%	1,350.03	£551	£594	£1,670
4	4,380.00	44.09p	£1,931.14	7.65p	£44.26	1,928.62	99%	1,350.03	£595	£639	£2,309
5	4,380.00	47.62p	£2,085.63	7.88p	£45.12	1,909.14	98%	1,336.40	£636	£681	£2,991
6	4,380.00	51.43p	£2,252.48	8.11p	£46.48	1,909.14	98%	1,336.40	£687	£734	£3,725
7	4,380.00	55.54p	£2,432.68	8.36p	£47.38	1,889.66	97%	1,322.76	£735	£782	£4,507
8	4,380.00	59.98p	£2,627.29	8.61p	£48.80	1,889.66	97%	1,322.76	£793	£842	£5,349
System Payback											
9	4,380.00	64.78p	£2,837.48	8.87p	£49.75	1,870.17	96%	1,309.12	£848	£898	£6,247
10	4,380.00	69.97p	£3,064.47	9.13p	£51.24	1,870.17	96%	1,309.12	£916	£967	£7,214
11	4,380.00	75.56p	£3,309.63	9.41p	£52.23	1,850.69	95%	1,295.49	£979	£1,031	£8,245
12	4,380.00	81.61p	£3,574.40	9.69p	£53.80	1,850.69	95%	1,295.49	£1,057	£1,111	£9,356
13	4,380.00	88.14p	£3,860.35	9.98p	£54.83	1,831.21	94%	1,281.85	£1,130	£1,185	£10,541
14	4,380.00	95.19p	£4,169.18	10.28p	£56.47	1,831.21	94%	1,281.85	£1,220	£1,277	£11,817

15	4,380.00	102.80p	£4,502.72	10.59p	£57.55	1,811.73	93%	1,268.21	£1,304	£1,361	£13,179
16	4,380.00	111.03p	£4,862.94	10.91p	£59.27	1,811.73	93%	1,268.21	£1,408	£1,467	£14,646
17	4,380.00	119.91p	£5,251.97	11.23p	£60.40	1,792.25	92%	1,254.58	£1,504	£1,565	£16,211
18	4,380.00	129.50p	£5,672.13	11.57p	£62.21	1,792.25	92%	1,254.58	£1,625	£1,687	£17,898
19	4,380.00	139.86p	£6,125.90	11.92p	£63.38	1,772.77	91%	1,240.94	£1,736	£1,799	£19,696
20	4,380.00	151.05p	£6,615.97	12.27p	£65.28	1,772.77	91%	1,240.94	£1,874	£1,940	£21,636

Please note that our estimates do not include replacement costs of equipment not covered by a warranty or that have a warranty shorter than the collectors installed. Components may need replacing after their warranty period.

General Guidance...

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A further illustration of the reward calculation can be found at www.energysavingtrust.org.uk and the applied procedure under the MCS installer standards at www.mcscertified.com

Accuracy Guidance...

The system performance calculation has been undertaken using the estimated values for array orientation, inclination or shading. Actual performance may be significantly lower or higher if the characteristics of the installed system vary from the estimated values. This calculation is subject to a full site survey having been completed.

Shading Guidance...

The shade assessment has been undertaken using the MCS Guide to the installation of Photovoltaic systems procedure and it is estimated that this method will yield results with 10% of the annual energy yield for most systems. Attached to this document is the horizon sun path chart which is used in the calculation procedure. Shading will be present on your system that will reduce its output to the factor stated. This factor was NOT calculated using the MCS shading methodology, but we can confirm that the system as quoted, taking into account the shading present, will deliver at least 90% of the energy (in kWh) as set out in this performance estimate.

How we work it out...

There are 3 different factors used to make up this calculation **kWp x Kk x SF**

1. **kWp** is the total size of the solar array installed.
2. **Kk** this information is the irradiance (sunlight) in your postcode region.
3. **SF** you can see how this is calculated in shading guidance.

The calculation we have used in this instance, to give the assumed output is...

$$2.87 \times 838 \times 0.81 \\ = 1,948.10 \text{ kWh per year}$$

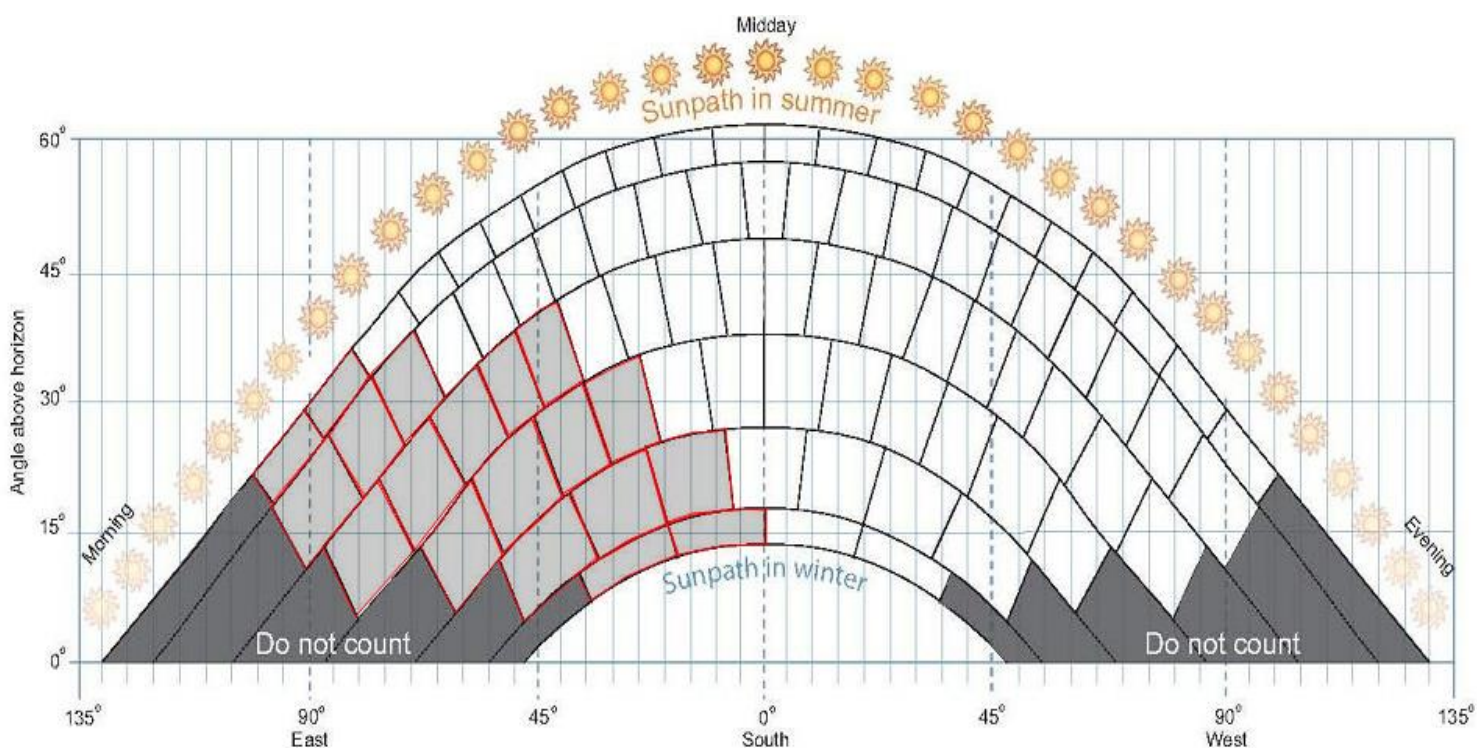
Calculation Information...

Important Note: 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. This estimate is based upon standard MCS procedure and is given as guidance only for the first year of generation. It should not be considered as a guarantee of performance.

The solar PV self-consumption has been calculated in accordance with the most relevant methodology for your system. There are a number of external factors that can have significant effect on the amount of energy that is self-consumed so this figure should not be considered as a guarantee of the amount of energy that will be self-consumed.

Sunpath Diagram and Shading Values...

We have determined the current shaded areas for your property and show them on the diagram below. This may be subject to change over time.



Key Performance Summary

A. Installation Data		
Installed capacity of PV system – kWp (stc)	2.87	kWp
Orientation of the PV system – degrees from South	45	°
Inclination of system – degrees from horizontal	40	°
Postcode region	11	
B. Performance Calculations		
kWh/kWp (Kk) from table	838	kWh/kWp
Shade Factor (SF)	0.81	
Estimated annual output (kWp x Kk x SF)	1,948.10	kWh
C. Installation Data		
Assumed occupancy archetype	Not Applicable	
Assumed annual electricity consumption, kWh	4,380.00	kWh
Assumed annual electricity generation from solar PV system, kWh	1,948.10	kWh
Expected solar PV self-consumption / Self-sufficiency (PV Only)	N/A	kWh
Grid electricity independence / Self-sufficiency (PV Only)	N/A	%

Your total predicted system performance 20 year outlook...

Year	Estimated Yearly Energy (kWh)	Predicted Unit Cost + Inflation	Predicted Annual Bills	Export @ 30% + RPI	Export Total	Estimated Generation (kWh)	Collector Efficiency	Electricity Used on Site (kWh)	Saving from Energy Used	Annual Total Including Savings	Accumulative Total
1	4,380.00	35.00p	£1,533.00	7.00p	£97.48	4,641.77	100%	3,249.24	£1,137	£1,235	£1,235
2	4,380.00	37.80p	£1,655.64	7.21p	£100.40	4,641.77	99%	3,249.24	£1,228	£1,329	£2,563
3	4,380.00	40.82p	£1,788.09	7.43p	£102.38	4,595.35	98%	3,216.74	£1,313	£1,416	£3,979
4	4,380.00	44.09p	£1,931.14	7.65p	£105.45	4,595.35	97%	3,216.74	£1,418	£1,524	£5,503
5	4,380.00	47.62p	£2,085.63	7.88p	£107.52	4,548.93	96%	3,184.25	£1,516	£1,624	£7,126
6	4,380.00	51.43p	£2,252.48	8.11p	£110.74	4,548.93	95%	3,184.25	£1,638	£1,748	£8,875
7	4,380.00	55.54p	£2,432.68	8.36p	£112.90	4,502.51	94%	3,151.76	£1,751	£1,863	£10,738
System Payback											
8	4,380.00	59.98p	£2,627.29	8.61p	£116.29	4,502.51	93%	3,151.76	£1,891	£2,007	£12,745
9	4,380.00	64.78p	£2,837.48	8.87p	£118.54	4,456.10	92%	3,119.27	£2,021	£2,139	£14,884
10	4,380.00	69.97p	£3,064.47	9.13p	£122.10	4,456.10	91%	3,119.27	£2,182	£2,304	£17,189
11	4,380.00	75.56p	£3,309.63	9.41p	£124.45	4,409.68	90%	3,086.77	£2,332	£2,457	£19,646
12	4,380.00	81.61p	£3,574.40	9.69p	£128.18	4,409.68	89%	3,086.77	£2,519	£2,647	£22,293
13	4,380.00	88.14p	£3,860.35	9.98p	£130.64	4,363.26	88%	3,054.28	£2,692	£2,823	£25,115
14	4,380.00	95.19p	£4,169.18	10.28p	£134.56	4,363.26	87%	3,054.28	£2,907	£3,042	£28,157
15	4,380.00	102.80p	£4,502.72	10.59p	£137.12	4,316.84	86%	3,021.79	£3,106	£3,244	£31,401

16	4,380.00	111.03p	£4,862.94	10.91p	£141.24	4,316.84	85%	3,021.79	£3,355	£3,496	£34,897
17	4,380.00	119.91p	£5,251.97	11.23p	£143.91	4,270.42	84%	2,989.30	£3,584	£3,728	£38,625
18	4,380.00	129.50p	£5,672.13	11.57p	£148.23	4,270.42	83%	2,989.30	£3,871	£4,019	£42,645
19	4,380.00	139.86p	£6,125.90	11.92p	£151.01	4,224.01	82%	2,956.80	£4,135	£4,286	£46,931
20	4,380.00	151.05p	£6,615.97	12.27p	£155.54	4,224.01	81%	2,956.80	£4,466	£4,622	£51,553

Please note that our estimates do not include replacement costs of equipment not covered by a warranty or that have a warranty shorter than the collectors installed. Components may need replacing after their warranty period.

Proposed Payment Schedule & Order Acceptance - 366T1626/01

Company Copy – To be returned to ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED.

Payment stage 1 Deposit payable on your confirmation of order acceptance	£0.00
Payment stage 2 Payable 14 days prior to installation	£0.00
Payment stage 3 Payable on completion of installation and commissioning of the system	£12,640.00
Total Amount Payable (Including VAT)	£12,640.00

Payment can be made by Cheque, BACS

When paying by bank transfer please quote 366T1626 on your payment.

You can pay by bank transfer to the following bank account details:

Bank: HSBC BANK PLC Wakefield Westgate

Account Number: 02287676 **Sort Code:** 404511

Order Acceptance 366T1626/01

I/We sign to hereby confirm acceptance of this proposed order.

I/We sign to agree to the total cost and payment schedule as set out above.

I/We sign to agree to the order and confirm the products and installation service as described in proposal reference: 366T1626/01.

I/We sign to confirm I/We have read and agree to the Terms and Conditions as detailed in proposal reference: 366T1626/01.

Name: Please print	
Signature:	Date:

Proposed Payment Schedule & Order Acceptance - 366T1626/01

Your Copy – To be retained by you.

Payment stage 1 Deposit payable on your confirmation of order acceptance	£0.00
Payment stage 2 Payable 14 days prior to installation	£0.00
Payment stage 3 Payable on completion of installation and commissioning of the system	£12,640.00
Total Amount Payable (Including VAT)	£12,640.00

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I/We sign to hereby confirm acceptance of this proposed order.

I/We sign to agree to the total cost and payment schedule as set out above.

I/We sign to agree to the order, and confirm the products and installation service as described in proposal reference: 366T1626/01.

I/We sign to confirm I/We have read and agree to the Terms and Conditions as detailed in proposal reference: 366T1626/01.

Name: Please print	
Signature:	Date:

Cancellation Period & Your Right to Cancel

You have the right to cancel this contract during the 'cancellation period' without giving any reason. The cancellation period is a period of 14 days provided to you under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and E-Commerce Regulations 2002.

For this order proposal reference: 366T1626/01 , the cancellation period for this order, is within 14 days of the date on which the last item of the goods to be supplied is delivered to the installation address.

To exercise the right to cancel, you must inform us in writing at ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED Unit 10, Spring Park, Clayburn Road, Barnsley, England, S72 7FD or by email to admin@ask-renewables.co.uk of your decision to cancel this contract. A cancellation notice form is overleaf for your ease to cancel. Please use a proof of delivery for post, or receipt request if sent by e-mail.

If you cancel within the cancellation period, we will return any monies you may have paid, in full, within 14 days of being notified, by you, that you wish to cancel.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

If you cancel this contract, within the cancellation period, but after delivery of some or all the goods, then we will reimburse to you all payments for delivery charges, unless you specifically requested an enhanced delivery - costing more than our normal service delivery. In which case, we will only reimburse the price of our normal service delivery charges.

Please note, if you cancel this contract within the cancellation period, but after delivery of some or all the goods, then you may have to bear some or all the cost of returning the goods. The cost is estimated at a maximum of approximately £150.

We may withhold reimbursement until we have received the goods back, or you have supplied evidence of having sent back the goods, whichever is earlier.

We may make a reasonable deduction from the reimbursement for loss in value of any goods supplied by ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED, if the loss is the result of handling of the goods by you, or someone other than a representative of ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED, acting on your behalf.

If you cancel after the cancellation period, we may have to charge you based on the actual costs we have incurred by the time you cancel excluding costs incurred before the contract and/or order acceptance was signed.

Cancellation Notice Form

To be returned to ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED Unit 10, Spring Park, Clayburn Road, Barnsley, England, S72 7FD or by email to admin@ask-renewables.co.uk

I/We sign to hereby **give notice that I / we wish to cancel the order 366T1626/01**

To: Georgia Rostron ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED Unit 10, Spring Park, Clayburn Road, Barnsley, England, S72 7FD

Order reference: 366T1626/01

Name: Please print	
Signature:	Date:

Express Request for Work to Commence

To be returned to ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED Unit 10, Spring Park, Clayburn Road, Barnsley, England, S72 7FD or by email to admin@ask-renewables.co.uk

By signing and returning this document you are providing a written request for ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED to commence work in relation to order reference: 366T1626/01 **within** the 14-day cancellation period.

The cancellation period is a period of 14 days provided to you under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

For this order, Order reference: 366T1626/01 the cancellation period, is within 14 days of the date on which the last item of the goods to be supplied is delivered to the installation address.

Please note: If you consent for work to begin within the cancellation period, should you later decide to exercise your right to cancel the contract within the cancellation period, you will be liable for the cost of goods and services already supplied up to the point of cancellation, and of making good of the installation property.

If you chose to cancel the contract with the cancellation period, but after the installation is complete, the full contract price will be payable plus you will be responsible for the costs of making good the property.

**I / we agree that ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED may commence works on:
before my cancellation period has expired.**

I/We understand that signing this document does not affect my/our right to cancel the contract in the cancellation period. For this order, the cancellation period is within 14 days of the date on which the last item of the goods to be supplied is delivered to the installation address.

Name: Please print

Signature:

Date:

ACCEPTANCE OF ORDER TERMS & CONDITIONS

Contract for installation services between
ASK RENEWABLES LIMITED t/a ASK RENEWABLES
LIMITED AND Mrs Sonia Gayle

Date: 04/08/23

This contract complies with our obligations as members of both the Renewable Energy Consumer Code (RECC) and the Microgeneration Certification Scheme (MCS).

1 ACCEPTANCE OF PROPOSAL

1.1 The Proposal is valid for a period of 7 days from the quote date indicated above. If you wish to proceed, you must sign the order acceptance form, then return one of these to our address and keep the other for your records. No contract is in place until we send an acknowledgement of the order to you.

1.2 Please read these terms carefully before signing them. If you need any explanations, of any part, please contact us in writing at admin@ask-renewables.co.uk or Unit 10, Spring Park, Clayburn Road, Barnsley, England, S72 7FD or by telephone on 01226715522.

1.3 This agreement is governed by the law and the courts prevailing where your property is located.

1.4 You have the right to cancel this contract during the 'cancellation period' without giving any reason. **The cancellation period lasts 14 days. The cancellation**

period commences on the date of which the last item of goods to be supplied are delivered to the installation address. You can also cancel the contract without penalty before any of the goods are delivered. 1.5 To cancel this contract you must inform us of your decision in writing, by letter sent by post, which requires a proof of delivery to Unit 10, Spring Park, Clayburn Road, Barnsley, England, S72 7FD or email admin@ask-renewables.co.uk.

You can also use the attached cancellation form, but this is not obligatory.

Should you choose to cancel your order within the cancellation period, any advanced payments you have made will be returned to you.

If, for any reason, you wish to cancel this contract after the Cancellation Period, then you may be liable to pay costs and we may retain all or part of your deposit and further advanced payments, if made, as a contribution. See paragraph 9.1.1 for more on this.

2 OUR MAIN OBLIGATION TO YOU is to do the work with all reasonable skill and care according to the standards set by the Microgeneration Certification Scheme (MCS) and according to the timetable set out in the Proposal. Under the MCS scheme, only certified companies can enter into a contract with a customer for the sale and installation of a system.

Our MCS Certification number is NAP25111 and we are registered with NAPIT.

2.1 We agree to carry out the works with all reasonable skill and care in the planning, installation, and commissioning of the system described in the Proposal.

The goods we supply will:

Be of satisfactory quality; Be fit for purpose; and,
Operate as we describe to you.

2.1.1 We will inform you of the name of any contractor engaged by us to undertake the installation of your system, and we will take full responsibility for their work and their compliance with (RECC) Consumer Code.

The Timetable

2.2 We agree to supply the goods and carry out the installation work as specified in the timetable that we have agreed and is documented in the Proposal. Your acceptance of these terms indicates that you agree to proceed using that timetable.

2.2.1 We will make every effort to complete the work by the time agreed. You must appreciate, however, that sometimes delays may occur for reasons beyond our control. Such reasons include but are not limited to, severe weather conditions. We cannot be held responsible for those delays.

2.2.2 If such delays occur, we will communicate this with you as soon as possible and we will adjust the timetable by consensual agreement of both parties.

2.2.3 In the case of severe delays to the delivery of goods, 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 or wait for the products you ordered. Alternatively, you

can choose to cancel the contract as detailed in section 9.2 and 9.3 below.

This is in line with the Consumer Code and the Supply of Goods and Services Act 1982.

2.2.3.1 we will not be liable for the consequences of any events that are outside of Our reasonable control and which includes, but is not limited to:

- Civil commotion, civil war, riot, invasion, armed conflict, terrorist attack or threat of terrorist attack, war or threat or preparation of war.
- Acts of God, collapse of buildings, fire, explosion, inclement weather, storm, flood, subsidence, drought, epidemic or natural disaster.
- Impossibility of use of railways, shipping, aircraft, motor transport or other means of public or private transport.
- Impossibility of use of public or private utility networks or telecommunications.
- The acts, decrees, legislation, regulations or restrictions of any government, whether national or local.
- Strikes or labour unrest (other than in relation to Our own employees).

Consequence of delay

Consequence of delay caused by us:

2.2.4 You will be entitled to compensation if we cause significant or unreasonable delay due to factors within our control.

2.2.5 In the case of severe delays to the delivery of goods or installation for reasons that are within our control, we will notify you as soon as reasonably possible and agree with you an alternative delivery date. We will take steps to minimise the delay and if the delay lasts for more than 60 days, from the original delivery date, we will allow you to cancel the contract as detailed in section 9.2 and 9.3 of this Contract.

Refunds made will be less any fees or charges due for the preparatory work completed so far.

Consequences of delay caused by you:

2.2.6 We will seek to accommodate small delays without recourse to compensation.

2.2.7 If any delay caused by you means that we incur extra costs then we will adjust the price accordingly.

The hourly and daily costs that result from any unexpected work are described in the proposal.

3 OUR OTHER OBLIGATIONS

3.1 We will carry out the work and all communication with you according to the (RECC) Consumer Code.

3.2 We will ensure that the installation complies with the relevant MCS installer standard which in this case is MIS 3002.

3.3 We will advise on any additional measure that may be beneficial to the performance and durability of the

system in relation to the protection from a) Flora b) Fauna.

3.4 Where self-consumption is quoted with an electrical energy storage system (EESS) we shall make it clear if we are not certified in accordance with MIS 3012.

3.5 Once the installed system is commissioned, we will provide you with any guarantees, test certificates, and other relevant paperwork related to your goods and installation. We will aim to provide this when the system is commissioned, but certainly no later than 10 days after commissioning.

3.6 We will also give you all of the documentation required as detailed in the appropriate Microgeneration Installation Standard. This will include the certificate showing that the installation has been registered with the MCS Installation Database. We will give you this within 10 working days of the commissioning date.

3.7 The guarantees we give you will cover the goods and installation and will comply with the (RECC) Consumer Code. We will explain to you the terms of the guarantees both in writing and verbally.

3.8 We will ensure that the guarantees will be honoured should we fall into receivership, administration, or bankruptcy during the term of the installer's guarantee. Please see Section 8 of this contract for details.

4 YOUR PAYMENT OBLIGATIONS

Your main obligation to us is to make the payments due to us under the terms of this agreement.

The Deposit

4.1 You will pay us the deposit specified in the Proposal when you sign this agreement. The deposit cannot be more than 25% of the total contract price set out in the Proposal. Should you decide to cancel the contract within the 'Cancellation Period' (see section 1.3 of this Contract) we will return that deposit to you in full.

4.1.1 If you pay the deposit before we have inspected your house, and we find during that inspection that the installation cannot proceed, then we will refund that deposit to you in full within 14 days.

Advance payments

4.2 The Proposal we have given to you will explain when the invoices will be sent, the amount due for each payment and the payment due date.

4.3 We may require you to pay a further advance payment no more than 14 days before the agreed delivery or installation date, but only if this is explained to you in your Proposal. This further advance payment will only be used for works under this contract for example, for purchasing goods.

- if we do not deliver any goods to you before installation, then such a further advance payment, taken together with the deposit, will under no circumstances be more than 60% of the total price in the Proposal.

We may use your further advance payment to purchase goods and deliver them to you. If we do this, and only if title to those goods transfers to you, the sum used to purchase those specific goods will no longer represent an advance payment.

4.4 If we fall into receivership, administration, or bankruptcy, your deposit and advance payment, if any, will be protected as detailed in section 8 of this Contract.

Final Payment

4.5 We will issue you an invoice for the balance outstanding of the contract price. This will become due *only after* the installation has been commissioned.

4.5.1 In the event of any alleged minor defect with the goods or installation, you shall not be entitled to withhold more than a proportionate amount of the sum due. If you do withhold any amount after the due date because of any alleged minor defect, then you must give us as much notice as possible and state the reasons you are withholding the payment.

Consequences of late payment

4.6 If you fail to pay the amount specified in an invoice by the due date, we may charge interest until the full amount is paid. The interest rate we charge will be 3% above the base rate set by the Bank of England.

Late payment of advance or 'interim' payments

4.6.1 If we do not receive payment by the 7th day after payment is due, we may give you written notice that we intend to stop work on the installation.

Once we have sent you this written notice, we may suspend all work until payment is received.

4.6.2 If you are in breach of this Contract because you have failed to make an agreed payment, and we have suspended work on the installation, then we may be entitled to recover any additional costs we incur. We will provide you with written notice containing full particulars of any claim for compensation within 21 days of any suspension of work.

4.6.3 We may require you to return the goods to us. You will be required to arrange delivery of the goods to us and the cost of this will be paid by you. If you fail to do this, we will take legal proceedings to recover the goods or their outstanding value.

5 YOUR OTHER OBLIGATIONS TO US

5.1 We will advise you on the approvals and permissions that you may need in relation to your PV system installation. It is your responsibility to obtain all relevant permissions such as planning permissions, building regulations, local authority permits and approvals, landlord approval or deed of covenant. All necessary permissions must be obtained before we start work on the installation.

If we ask to see those permissions (and related drawings and/or specifications) you must make sure they are readily available to us. Where a mechanical installation is on a flat roof (Flat roofs are defined as those with an angle less than 10° to the horizontal) where the waterproofing membrane is penetrated,

and the roof is under its original warranty, then the roof warranty provider should be consulted to ensure that warranties are not invalidated.

Supply of services

5.2 You must provide the following for our use free of any charge:

- water, washing facilities, and toilets;
- electricity supply;
- adequate storage space;
- safe and easy access to your property from the public highway;
- easy access to the location within the property where the installation is to take place by removing all belongings and obstructions.

5.3 You, or a contractor of your choice, may need to carry out preparatory work before the installation described in the Proposal can start. If so, we will provide this to you in writing. This work must be finished before the agreed date on which installation work is due to start. This work must be undertaken by competent persons and must be of the necessary quality for the installation. If this preparatory work is not finished before the agreed date on which the installation is due to start, then the conditions described in clause 2.2.7 of this Contract will apply.

Additional charges

5.4 Should you be in breach of conditions set out in 4.1, 4.2 and 4.3 of this Contract, you may incur additional costs due to delay and/or provision of additional services. You may be required to pay reasonable compensation to cover those extra costs. If this happens then section 7 of this Contract will apply.

5.5. It is your responsibility to notify the Company of asbestos that may be on site which could affect the work that is carried out. An asbestos survey may be required before the commencement of work. Following the asbestos survey, any subsequent work required will be your responsibility and this must also be completed before our works begin. If asbestos in any form is suspected during the installation/works, work will be halted immediately and not restarted until suitable and sufficient tests have been carried out. If asbestos is present, it is your responsibility to instruct a licensed Contractor to remove this.

6 CHANGE OF WORK

6.1 If, after signing the contract, you want to change the work, you must consult with us first. We may be able to incorporate your changes into the installation provided that:

- it is technically possible;
- we have the necessary resources;
- the necessary permissions are in place.

6.2 If we agree to this change of work you must

- confirm your request in writing; and,
- do so within 14 days of when you first tell us.

6.3 We will then record any necessary or requested variations to the contract, which must be agreed and signed by you.

6.4 Every change that means extra or revised work (as opposed to changes that leave something out) may incur additional costs for you. We will try to keep those costs to a minimum.

7 UNEXPECTED WORK

7.1 The Proposal given to you details the daily costs that would be payable by you from any unexpected work due to site conditions or special circumstances beyond our control.

7.2 Where unexpected work arises, we will advise you and ask how you want us to proceed. If you want us to continue, then section 6.3 of this Contract will apply.

8 DELIVERY AND TITLE AND RISK

8.1 We will deliver the goods to the location detailed in the Proposal. Where products and materials are delivered, or stored at the installation site, you shall not be liable for the inspection, storage or handling of those goods. However, this does not preclude us asking you to verify receipt of the goods in general terms such as what has been delivered and any visual signs of damage.

8.2 In case we fall into receivership, administration, or bankruptcy before we deliver the goods to you, we will insure the money you pay us in advance.

Any deposits and/or advance payments you make to us, up to 25% of the value of the contract or £5000 (whichever is the lower amount) will be insured through (RECC).

We will provide you with details of the insurance scheme we use and you will receive policy documentation directly from the provider once you have signed the Contract.

8.3 We will also ensure that our guarantees will be honoured should we fall into receivership, administration, or bankruptcy during the term of the installer's guarantee period.

The Client Account

8.4 We may place any payments/deposits made before the goods have been delivered to your property into a special 'client' or other third-party account. We may also use the protected payment scheme which the Code administrator has arranged. This money can only be used for work carried out under this Contract.

8.4.1 If we should fall into receivership, administration, or bankruptcy then the money in that dedicated bank account (or held within the protected payment scheme) will be returned to you or passed to another supplier who will complete the work for you.

8.5 Where your money has been used to make specific purchases on your behalf, then legal title to those goods, or the proportion of them you have paid for, will pass to you. We will either deliver the goods to you or label them as belonging to you.

When we store the goods, we will keep them separate from our own goods and those of third parties. We will also keep the goods stored, protected, insured, and identified as your property until they are delivered to you. You must be able to inspect the goods and/or repossess them.

8.6 Goods belonging to us may be delivered to the site. If the Contract is terminated early for reasons detailed in section 9.3 of this Contract then, with reasonable notice, we will collect any goods delivered to you. 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 allow us to collect the goods, we retain the right to take legal proceedings to recover the goods or their value from you.

8.6.1 If the Contract is terminated early for reasons detailed under section 9.4 of this Contract then, with reasonable notice, you must return and deliver the goods to us. If this happens, you may have to pay compensation for reasonable costs or losses reasonably incurred. This may be deducted from any deposit or further advance payment you have already made.

8.7 Until ownership of the goods passes to you, you must:

- store the goods separately in such a way that they remain readily identifiable as our property;
- not destroy, deface, or obscure any identifying mark or packaging on or relating to the goods; and,
- maintain the goods in a satisfactory condition.

9 CONTRACT CANCELLATION

Your rights

9.1 Your rights to a cancellation period are detailed in sections 1.4 and 1.5 of this contract.

9.1.1 If you cancel this Contract outside of the cancellation period, then you may have to pay compensation for costs or losses reasonably incurred by ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED. We will try to keep those costs to a minimum. We have a right to retain all or part of your deposit and further advance payments, if made, as a contribution. If the work has been completed, this could mean that you would have to pay a significant proportion of the agreed price.

9.1.2 If you wish for installation works to commence during the cancellation period then you must request this in writing, either by letter or email. We have enclosed an 'Express Request for Work to Commence' form within this Contract which can be used for your convenience. If we start the work on the installation and you later decide to cancel the Contract within the cancellation period, you may be responsible for the costs of the goods and services already supplied and for making good on the property.

9.2 If there is a serious delay to the delivery of goods or installation for reasons that are outside our control, or the system majorly differs from the original system design, then you will be entitled to cancel the contract and receive a full refund. This is in line with the Consumer Code and the Supply of Goods and Services Act 1982.

9.3 Additionally, if we are in serious breach of our obligations as detailed in this Contract then you have a right to:

- cancel the contract and receive an appropriate refund; or,
- request a repair or a replacement; or,
- ask for compensation.

You can seek these remedies if what we supply or install is faulty, incorrectly described, or not fit for purpose.

You cannot seek these remedies if you change your mind about the contract or you decide you no longer want some or all of the components.

Our rights

9.4 If you are in serious breach of your obligations as set out in this Contract and you fail to remedy that breach within 14 days of receiving written notice from us about that breach, then we have the right to cancel the contract. We must give you reasonable opportunity to put right the alleged breach.

9.5 If we suffer a loss as a result of your breach of contract, we will take reasonable steps to prevent the loss increasing. If your breach of contract leads to a cancellation, then you may have to pay compensation for reasonable costs or losses reasonably incurred by ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED.

10 COMPLAINTS POLICY AND COMPLAINTS

PROCEDURE

The (RECC) Consumer Code sets out the procedure for raising and resolving disputes between Consumers and Code Members. This section of the Code, and the Dispute Resolution Process, sets out the process which we and the Code Administrator will follow when made aware of a Complaint.

All of our staff are aware of our complaints procedure and know what to do if a complaint is received. Our Complaints Policy contained herein is reviewed regularly and updated if necessary.

Complaints will be treated sensitively, confidentially and in accordance with the Scheme Rules and Code of Practice and in line with the General Data Protection Regulation (GDPR).

10.1 We aim to resolve complaints as quickly as possible and believe that, in most cases, complaints can be resolved informally. As such please contact us as soon as possible if you have a grievance. We aim to investigate all complaints fairly, efficiently and within a reasonable timeframe. All complaints will be handled in a consistent manner and always in line with our complaints policy.

We view complaints as positive feedback and, where appropriate, will act constructively to avoid recurrence.

10.1.1 Complaints can be made verbally (by telephone or by person) and by email or letter. If you contact us by telephone 01226715522 or in person, be sure to make a note of the person you have spoken to.

10.1.2 Make a note of any resolution offered immediately and whether you are satisfied with the outcome.

10.1.3 We will ask if you are satisfied with the resolution and if your complaint was handled fairly and appropriately.

10.1.4 If you are not happy with the resolution offered, then you may make a formal complaint.

Formal Complaint

If, at any time, a dispute arises between you and us that cannot be resolved amicably, and/or if you are not satisfied with how we are handling your complaint, you may refer your case to RECC to request mediation at any stage (www.recc.org.uk).

10.2 To record a formal complaint you need to submit your complaint in writing and send to Unit 10, Spring Park, Clayburn Road, Barnsley, England, S72 7FD

10.2.1 You will receive an acknowledgment within 3 working days of ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED receiving your written formal complaint.

10.2.2 Please be sure to include your preferred telephone number and email address for follow up by ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED, if required to ensure we have fully understood your complaint.

10.3 Your complaint will be recorded in our complaints' log and assigned for investigation.

10.4 You will receive a detailed response within 14 working days of ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED receiving your written formal complaint, unless the investigation takes longer than this; for example if a site visit is required. In any case, you will receive a progress report and an expected date for when you will receive a final reply. This will be no longer than 14 working days later. We will arrange to inspect the system within 24 hours of being notified where you are without heating or hot water as a result of a situation that has led to the Complaint.

10.5 If you are not satisfied with the resolution offered by us or if you have not received a response from us you can escalate your case to the (RECC) by registering a Complaint.

10.6 Where the (RECC) determines that the Complaint falls within the remit of the Code and/or the MCS Certification Body has confirmed that its involvement in the technical aspects of a Complaint has concluded, the (RECC) will register and acknowledge the Complaint in accordance with their Dispute Resolution Process and/or Independent Arbitration Service.

10.7 RECC will facilitate a referral of your case to our nominated dispute resolution provider. We agree, in the event of an unresolvable issue and dispute, we will exclusively attempt to resolve the dispute using the

RECC alternative Dispute Resolution Service or Independent Arbitration Service.

10.8 Any mediation and conciliation is intended to reach a non-legal solution to the dispute in a reasonable

timescale. If all avenues have been exhausted and you remain unhappy, you can refer your case to the Ombudsman, who is entirely independent of RECC.

10.9 An award made under any Independent Arbitration Service or Ombudsman review shall be final and binding on both ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED and you, and enforceable. You or us may only challenge it on certain limited grounds under the Arbitration Act 1996.

10.10 This Contract is subject to the applicable laws of England, Wales, Scotland and Northern Ireland and subject to the agreement of the parties to attempt to resolve a dispute through alternative dispute resolution, the courts of England and Wales shall have exclusive jurisdiction to hear any dispute arising from this Contract.

10.11 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.

11 USING YOUR PERSONAL INFORMATION

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:

- Supply the Goods and Services to you
- Process any payments that you make for the Goods and Services, including if necessary, conducting credit reference check, or instructing debt collection agencies.
- Register your installation with any relevant bodies, including your deposit protection and insurance backed guarantee and any competent person scheme.
- Address any concerns or complaints that you have about the Goods and Services, including liaison with (RECC) or the Dispute resolution Ombudsman where the law requires us to share.

12 LIMITATIONS OF LIABILITY

Either party shall be liable for any death or personal injury caused by its negligence or any negligence of its subcontractor, any fraud or fraudulent misrepresentation committed by it and for any other loss of damage suffered by the other party which is a direct consequence of the relevant party's breach of its obligations under this Contract and whether in contract, tort (including negligence), breach of statutory duty or otherwise. In the event of loss or damage, the party suffering the loss or damage shall be required to take reasonable steps to mitigate the loss or damage.

OUR WARRANTY AND WORKMANSHIP GUARANTEE

The Warranty sets out the terms upon which ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED offers warranty cover for the products they supply to its Customers, and for the installation services provided by us and our installers.

Terms defined in ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED 's Terms and Conditions bear the same meaning when used in this warranty. Your attention is drawn to the Terms and Conditions attached, which includes provisions relevant to the warranty set out below.

1 Installation Services

We warrant to you that the Installation Services will be performed by the appropriately qualified and trained installers using reasonable care and skill, to such high standard of quality as it is reasonable for you to expect. The Warranty Period for the Installation Services shall be 2 years from completion of the Installation Services.

2 Installation Services

2.1 If you make a valid claim about our service in accordance with the Terms and Conditions, ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED may arrange for the relevant Products to be reinstalled by any of our Registered or approved Installers. Alternatively, we will refund you the charge for the relevant part of the Installation Service (or a proportionate part of such charge).

3 Exceptions

3.1 This Warranty will only apply:

- If the Product has been installed by a ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED Registered Installer and has been correctly used and maintained throughout the Workmanship Warranty Period.
- If you have informed ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED of the alleged defect within the Warranty Period and within a reasonable period of discovery.
- No work has been carried out by any other party other than ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED.

4 General Conditions

- 4.1 You will promptly provide all information and support including access to site and services reasonably necessary to enable us to evaluate any alleged defect and to perform its obligations under this Warranty.
- 4.2 You agree that all premises, plant, power, fuel support services and other inputs that you provide for the installation and use of the Products are reasonable, are fit for purpose and will be properly used and provided.

5 Expertise

5.1 Any dispute as to whether a defect is covered by this warranty shall be immediately referred at the request of either party to the complaints service as detailed in the Terms and Conditions.

6 Third Party Rights

6.1 When ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED has installed a system in a property that is sold within the Warranty Period the Warranty will pass to the new legal owner of the property. It may not be transferred to or exercised by any third party.

7 Law

This warranty is governed by English law and the English courts or by the law and the courts governing where your property is if this is outside England or Wales.

8 Manufacturer's Product Warranty

Most Products supplied by us come with the benefit of a manufacturer's product guarantee.

Where a claim is made to ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED by you, in respect of any of the Products in accordance with the Terms and Conditions, ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED will liaise with the manufacturer and use all reasonable endeavours to secure a replacement of the Product or the part in question.

Alternatively, we will refund the price of the Product OR a proportionate part of the price.

This warranty does not replace or limit your legal rights to bring a claim to ASK RENEWABLES LIMITED t/a ASK RENEWABLES LIMITED as the retailer of the goods supplied.