

All quotations are subject to confirmation by South Coast Energy Ltd (henceforth the 'Company'). Receipt of the customer's order, written or by payment of a deposit, shall effect an offer to purchase goods and services as described in our quotation. Quotations are valid for 30 days from the date shown. In the even that stated products are no longer available we will offer an equivalent product.

Orders

Orders are accepted on the understanding that the general conditions of sale will apply, regardless of any conditions printed on the customer's stationery. Exceptions will be where a separate contract or agreement has been drawn up between the two parties. Orders or changes to orders, given verbally must be immediately confirmed in writing, otherwise the Company cannot accept responsibility for incorrect interpretation or delay. In all cases, the issue of a signed copy of the order form is proof of acceptance of an order and confirms details of such orders, but it is the customer's responsibility to check orders carefully to ensure that requirements have been correctly interpreted, as subsequent alterations may incur a charge.

Deposits and cancellations

A deposit is required prior to processing of all orders, unless otherwise agreed by the Company. Cancellation of the order can be made in writing to the Company's address within seven days of the order date, after which the Company reserves the right to keep any deposits paid and to refuse to accept the cancellation of any order. The Company also reserves the right to cancel the order if it transpires that, despite the contents of the sale order, it is not technically or economically viable to carry out the work. In such situations, the Company will notify the customer to renegotiate the price, if no new agreement is made the Company will refund the deposit in full. Where a deposit is taken for the intended works, 25% of the total is payable on acceptance. Where the total installation price is £7500 inc VAT or greater, a further 25% is payable prior to the commencement of the works. Payment of the balance is due in full on completion of the works.

For new build properties or full renovations, the deposit is 25% on ordering. 60% is due after first fix (solar panel fitting and cable runs). Payment of the balance is due in full on completion of the works.

Transit breakages and claims

Consignments are fully insured against loss or damage to the point of delivery. It is important that all items are examined upon receipt or as soon as possible afterwards. Any loss or damage should be reported to us immediately and confirmed in writing within 3 days. Non-delivery must be reported to the Company within 3 days after the agreed date of delivery, otherwise it will be assumed that all items have arrived safely. Failure to comply with these conditions may prevent the Company from recovering the costs of any loss or damage sustained. Deliveries will be made only over hard and practical roads, unless otherwise agreed. No claims for damages or discrepancies will be allowed unless:

- The carrier's rules are complied with.
- The delivery ticket is marked 'Damaged' or 'Deficient' and brief details noted on the ticket.
- A claim is made within seven days of receipt of the goods.

Delivery and installation dates

Installation/delivery dates are provided in good faith, on the assumption that the materials and labour will normally be available. In the event of supplies or labour being interrupted by illness, strikes, lockouts, fire, war or other contingencies beyond control there may be a delay or suspension of the installation. Whilst every effort will be made to deliver/install goods by a specified date, should delivery be delayed for any reason whatsoever, the Company will inform the client as soon as possible, but will not be responsible for any loss, delay or inconvenience sustained by the customer. If a customer fails or refuses to take delivery of materials, or allow an installation to proceed, on the agreed date, the customer shall be liable to the Company, and for a reasonable charge by the Company for any charges incurred by the Company couriers or installers.

Surveys and alterations

If the survey is carried out by the customer or someone not employed by the Company, no claims whatsoever will be accepted for inappropriate goods ordered. The Company reserves the right to vary drawings, specifications, materials and services provided as part of a contract so as to comply with changes in statutory requirements, availability of materials or due to design modifications.

Payments

A deposit is required before an order is processed with payment in full required immediately upon completion of an installation. Payments can be made by either BACS transfer or cheque made payable to 'South Coast Energy Ltd'. If a customer defaults in payment the Company may delay delivery, installation or cancel the contract. Interest on late payments will be charged at a rate of 2% per month from the date of completion of installation.

Planning permission and ownership

Unless it is included on this contract in writing, it will remain the customer's responsibility to obtain any planning permission required. The Company will not accept any claim whatsoever for loss or inconvenience due to not obtaining planning permission if it is not included on this contract. By entering into this contract the customer is accepting responsibility as owner of the property or agreed agent of the owner, with the consequent rights to make alterations to said property.

Building Regulations

The customer agrees that it is the responsibility of the customer to satisfy any building regulation requirements for the installation of the goods at the installed location.

Notifications.

It is the responsibility of the customer to obtain consent from leaseholders, freeholders, mortgagors and insurers of the property prior to the commencement of work.

Title of goods

Until the Company has received payment in full of the price of the goods, including all arrears and interest charges due under the contract, the customer acquires no title to the goods which are subject of the sale, and the ownership thereof remains with the Company and until then may be removed by the Company or its agents at any time.

Installations

Where the customer makes their own arrangements for installation no responsibility or any claims will be accepted by the Company for any measuring faults, delays, loss, damage, breakages, incorrect or bad fitting carried out by the customer's own installers.

Energy Performance Certificate for PV installations.

If included with in the quotation, an EPC will be undertaken by the Company or an agent of the Company prior to the installation once the deposit payment for the installation has been paid by the customer. Should the EPC state the energy performance of the property will be below level D after the proposed installation has been completed and the customer decides not to proceed with the installation for this reason the company will refund the customer's deposit less the cost of the EPC, providing the customer confirms their intentions within 7 days of the EPC assessment.

Performance outputs disclaimer

The performance of the solar 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. The estimates given are based upon the Government's standard assessment procedure for energy ratings of buildings (SAP) and is given as guidance only. It should not be considered as a guarantee of performance.

Responsibility

Once delivered, the customer is responsible and shall indemnify the Company against any damage or loss of materials and equipment of the Company arising out of any accident by fire, theft or other cause. The customer shall effect insurance to cover such matters. Any such accident shall not entitle the customer to rescind the whole or any part of the contract.

Warranty

The warranty for the components are provided by the manufacturers. Installation work carried out by the company is warranted against poor workmanship for a period of two years. Faulty parts will be replaced free of charge whilst under warranty, but a charge will be levied if the fault is found to be due to user error.