



Better Planet UK Ltd
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Quotation For A Solar PV System

for

Mr. John Crompton

Sawston Hall

Church Lane

Sawston

CB22 3JR

Quotation By Tomas Larsson

17 October 2016

Quotation Reference Number: 2016-2277 Sawston Hall

Company Registration Number : 8200311

VAT Number : 144 2445 31

MCS Accreditation Number : NIC 1137

Project Details

10.88kWh Solar PV system consisting of design, supply, commissioning and warranty.

Project is defined as - Retro Fit (Domestic)

Summary

The proposed installation is for 34x CANADIAN POLYCRYSTALLINE SILICON panels, 1 x Solis 10.0kW Dual MPPT inverter(s) and 25m of 4mm DC cable.

Description	Qty.	Price
Solar Panels		
CANADIAN POLYCRYSTALLINE SILICON CS6X-320P	34	
<ul style="list-style-type: none"> Peak Power Output - 320 Wp Module Efficiency - 16.7 % Weight - 22 kg Dimensions - 1954 x 983 x 40 mm mm 		
Inverter		
Solis 10.0kW Dual MPPT	1	
<ul style="list-style-type: none"> 3 Phase Phase Maximum PV Generated Power - 10000 W 		
Mounting Kit		
Roof hook plain tile Universal KlickTop	88	
Middle clamp Rapid2+ 40 - 50mm	64	
End clamp Rapid2+ 40mm	8	
Module bearing profile Solo05 - 4.2m - Black	17	
Connector Solo or ProfiPlus pre-assembled	14	
Cable		
25m of 4mm Cable	1	
Electrical Installation Components		
Electrical materials and ancillaries	1	
<ul style="list-style-type: none"> K&N Three Phase AC Switch Disconnecter 25A L&G 3-ph generation meter 	1 1	
Total Materials Cost		£13,207.00
Labour for the electrical components for the Solar PV installation.	1	
Total Labour Cost		£3,253.00
Design	1	
Testing And Commissioning	1	
MCS Registration	1	
Total Other Services Cost		INCLUDED
	Sub Total	£16,460.00
	VAT @ 5%	£823.00
	Total	£17,283.00

Optional:

EPC available for £500 plus VAT, not included in above.

Feed In Tariffs (FITs)

The Feed-in-Tariff scheme (FITs) is an environmental programme introduced by the government to promote the use of small-scale renewable and low-carbon electricity generation technologies. If a householder, community or business has an eligible installation, FITs pays them a tariff for the electricity they generate and a tariff for the electricity they export back to the grid.

The tariff rates for FITs have been set by the Department of Energy and Climate Change and are listed in tariff tables published on their website: www.ofgem.gov.uk/FITs

		Band D or above	Band E or below
Current FIT Main Rate	[p/kWh]	4.39	0.57
Current FIT Export Rate	[p/kWh]	4.91	4.91
Estimated Export Payment	[p/kWh]	254	254
Estimated FITs Payment	[p/kWh]	455	59

Registering for FITs

The process for applying for the Feed In Tariff is a simple one. Once the installation is completed

- (1) We will register you on the central MCS database and send you a MCS certificate.
- (2) Tell your chosen FIT supplier that you wish to register for the FIT and send them:
 - a completed application form
 - the MCS certificate
 - for solar PV, the Energy Performance Certificate that shows your home has an energy efficiency rating band D or better.
 NB : If you are below Band D you will not receive the higher tariff.

Your FIT supplier will:

- cross-reference your installation with the MCS database and undertake other eligibility checks.
- confirm your eligibility and the date you are eligible for payments from
- add you to the Ofgem Central FIT Register, which records all installations in the FIT scheme
- agree with you if and when you will need to provide meter readings and when they will make FIT payments to you – these will form part of your statement of FIT terms

If you need any help with any of the above, please call us on 0845 643 1280

PV INFO - HIGHER RATE	ASSUMING BAND D OR HIGHER IN EPC	
SAWSTON HALL	Postcode	CB22 3JR

SYSTEM		
AN AESTHETICAL LAYOUT ALLOWS	34 PANELS	FIND ENCLOSED A LAYOUT DRAWING
ARRAY POWER OUTPUT	10.9 kWp	
ORIENTATION OF PANELS	SOUTH	15 ° From South
TILT OF PANELS	45 DEG	
POST CODE	CB22 3JR	
MODULE SHADING	NONE OR VERY LITTLE	Shading Factor, SF= 1
INSTALLATION AFTER GUIDELINE	G83	≤ 16 A PER PHASE -> G83 > 16 A PER PHASE -> G59

PHOTOVOLTAIC MODULE		
MANUFACTURER	CANADIAN	
TECHNOLOGY	POLYCRYSTALLINE SILICON	
PEAK POWER OUTPUT	320 Wp	
MODULE EFFICIENCY	16.7 %	
DIMENSIONS	1954 x 983 x 40mm	
WEIGHT	22.0 kg	

ENERGY & CARBON		
THE ANNUAL PREDICTED ENERGY OUTPUT IS AROUND	10,358 kWh	
THE ANNUAL SITE-GENERATED ELECTRICITY SAVES	5,427 kg CO2	
THIS SAVING IS EQUAL TO DRIVING AN AVERAGE UK CAR AROUND	32,306 km	
OR TAKING A RETURN FLIGHT FROM LONDON TO	HONOLULU FOR 2 PERSON(S)	

Notes:
 THE kWh/kWp* (Kk) USED FOR THE PURPOSE OF THIS CALCULATIONS IS = 952
 (*)From Guide to installation of Photovoltaic Systems. Based on : Post code, panel orientation and inclination Annex D – Abbreviated kWh/kWp (Kk) Tables.
 THE AVERAGE ENERGY CONSUMPTION OF A UK HOUSEHOLD IS ABOUT 3,300 kWh/year.
DISCLAIMER: *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 THE STANDARD MCS PROCEDURE IS GIVEN AS GUIDANCE ONLY. IT SHOULD NOT BE CONSIDERED AS A GUARANTEE OF PERFORMANCE"

COST, SAVINGS & PAYBACK		
QUOTED PRICE	£ 17,283 (incl 5% VAT)	INCLUDING DESIGN, SUPPLY AND INSTALLATION EXCLUDING SCAFFOLDING (ALREADY ON SITE)
SAVINGS FROM ELECTRICITY BILL	13.0 p/kWh £ 673	ASSUMING 50% OF ELECTRICITY USED ON SITE
EXPORT PAYMENT	4.91 p/kWh £ 254	50% OF THE GENERATED ELECTRICITY
FEED-IN TARIFFS (FITs) PAYMENT	4.39 p/kWh £ 455	100% OF THE GENERATED ELECTRICITY
TOTAL FIRST YEAR PAYMENT	£ 1,382	
TOTAL BENEFIT OVER 20 YEARS	£ 32,600	CALCULATED WITH 2.5% ANNUAL INFLATION FOR FITs AND 0.8% ANNUAL DEGRADATION IN EFFICIENCY OF PANELS
ESTIMATED PAYBACK PERIOD	11 YEARS 5 MONTHS	CALCULATED WITH 5% VAT 2.5% ANNUAL INFLATION FOR FEED IN TARIFFS 0.8% ANNUAL DEGRADATION IN EFFICIENCY

DISCLAIMER: *THE COST, SAVINGS AND PAYBACK ARE GIVEN AS AN INDICATION ONLY AND BETTER PLANET CANNOT BE HELD RESPONSIBLE. BESIDES THE ABOVE MENTIONED UNCERTAINTIES RELATING TO POWER GENERATION, THERE WILL ALSO BE VARIATIONS RELATING TO THE PRICE OF ELECTRICITY. THE LEVEL OF THE FEED-IN TARIFF USED FOR THE CALCULATION IS BASED ON OUR BEST KNOWLEDGE AT THE TIME. IT REMAINS THE RESPONSIBILITY OF THE CLIENT TO CONFIRM THE ACTUAL TARIFF WITH THE PROVIDER* **ALL FEED IN TARIFF APPLICATIONS HAVE TO INCLUDE A DOMESTIC ENERGY ASSESSMENT (DEA). IN ORDER TO BE ELIGIBLE FOR THE HIGHEST TARIFF (FITs), PROPERTIES MUST ACHIEVE A MINIMUM OF BAND "D" IN THE ASSESSMENT. IN CASE THE PROPERTY ACHIEVES AN ENERGY EFFICIENCY RATING LOWER THAN BAND "D" THE CUSTOMER WOULD BE ELIGIBLE FOR A LOWER FITs.**



PV INFO - LOWER RATE	ASSUMING BAND E OR LOWER IN EPC
SAWSTON HALL	Postcode CB22 3JR

SYSTEM		
AN AESTHETICAL LAYOUT ALLOWS	34 PANELS	FIND ENCLOSED A LAYOUT DRAWING
ARRAY POWER OUTPUT	10.9 kWp	
ORIENTATION OF PANELS	SOUTH	15 ° From South
TILT OF PANELS	45 DEG	
POST CODE	CB22 3JR	
MODULE SHADING	NONE OR VERY LITTLE	Shading Factor, SF= 1
INSTALLATION AFTER GUIDELINE	G83	≤ 16 A PER PHASE -> G83 > 16 A PER PHASE -> G59

PHOTOVOLTAIC MODULE		
MANUFACTURER	CANADIAN	
TECHNOLOGY	POLYCRYSTALLINE SILICON	
PEAK POWER OUTPUT	320 Wp	
MODULE EFFICIENCY	16.7 %	
DIMENSIONS	1954 x 983 x 40mm	
WEIGHT	22.0 kg	

ENERGY & CARBON		
THE ANNUAL PREDICTED ENERGY OUTPUT IS AROUND	10,358 kWh	
THE ANNUAL SITE-GENERATED ELECTRICITY SAVES	5,427 kg CO2	
THIS SAVING IS EQUAL TO DRIVING AN AVERAGE UK CAR AROUND	32,306 km	
OR TAKING A RETURN FLIGHT FROM LONDON TO	HONOLULU FOR 2 PERSON(S)	

Notes:
 THE kWh/kWp* (Kk) USED FOR THE PURPOSE OF THIS CALCULATIONS IS = 952
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SAVINGS FROM ELECTRICITY BILL	13.0 p/kWh £ 673	ASSUMING 50% OF ELECTRICITY USED ON SITE
EXPORT PAYMENT	4.91 p/kWh £ 254	50% OF THE GENERATED ELECTRICITY
FEED-IN TARIFFS (FITs) PAYMENT	0.57 p/kWh £ 59	100% OF THE GENERATED ELECTRICITY
TOTAL FIRST YEAR PAYMENT	£ 987	
TOTAL BENEFIT OVER 20 YEARS	£ 23,268	CALCULATED WITH 2.5% ANNUAL INFLATION FOR FITs AND 0.8% ANNUAL DEGRADATION IN EFFICIENCY OF PANELS
ESTIMATED PAYBACK PERIOD	15 YEARS 5 MONTHS	CALCULATED WITH 5% VAT 2.5% ANNUAL INFLATION FOR FEED IN TARIFFS 0.8% ANNUAL DEGRADATION IN EFFICIENCY

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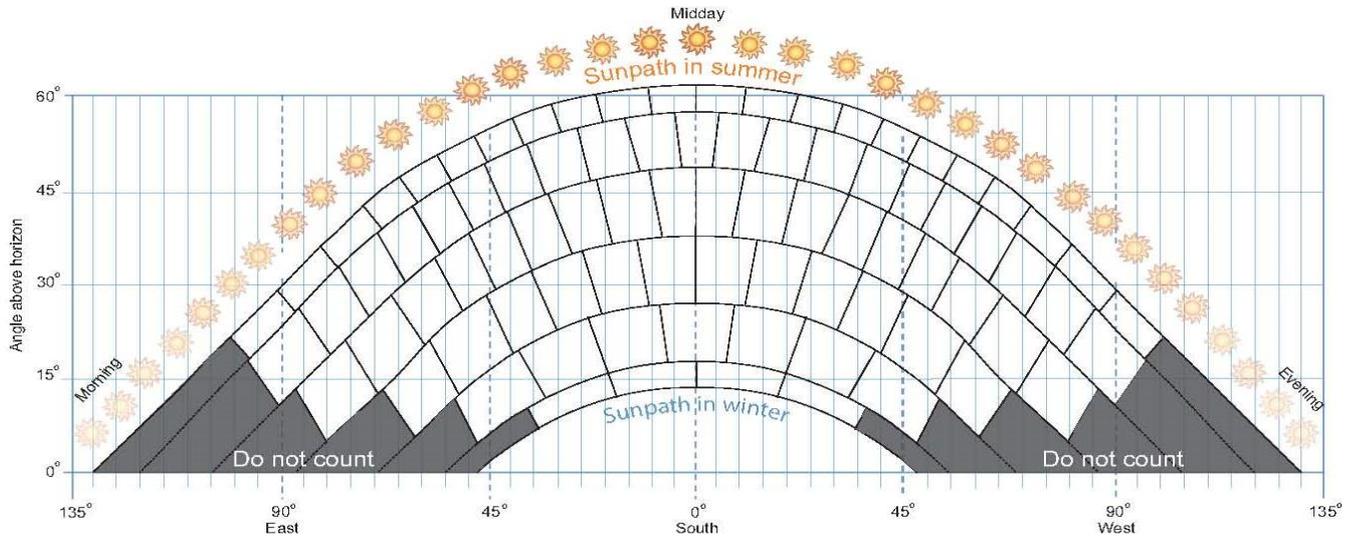
Disclaimer : This system performance calculation has been undertaken using estimated values for array orientation, inclination or shading. Actual performance may be significantly lower or higher if the characteristics of the installed system vary from the estimated values. The system output is calculated on current MCS guidelines using sun charts based on your postcode. These are available to view at http://www.microgenerationcertification.org/mcs-standards/installer-standards/Irradiance_datsheets or by contacting Better Planet.

17 October 2016

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Solar Photovoltaic Specification



When the sun path diagram here above is clear, it is assumed a clear horizon and no near or far shading will affect the PV array. Therefore a Shading Factor of 1 has been used to predict the annual energy output.

Disclaimer : Where Shading Factor SF is less than 1 it is estimated that this method will yield results within 10% of the actual annual energy yield for most systems. *(This shade assessment has been undertaken using the standard MCS procedure.)*

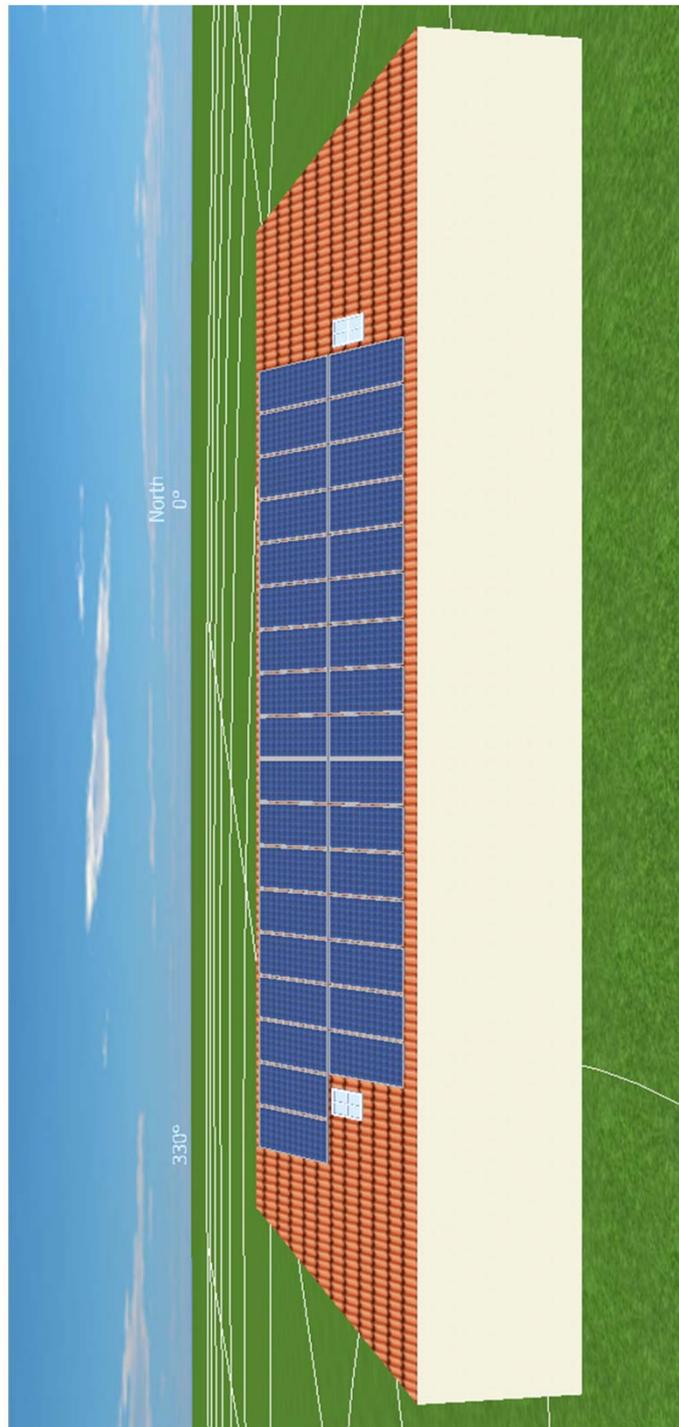
Company

Better Planet (UK) Ltd

Knuway House , Cranborne Road
Potters Bar, Hertfordshire
United Kingdom

Contact Person:
Tomas Larsson

Phone: 08456431280
Fax: 08717145160
Mail: Tomas.Larsson@betterplanet.co.uk



All projects are different; therefore Better Planet will issue a PPP (Project Planning Pack) to all parties involved. This will detail the installation by Better Planet but also the requirements by others.

Scope of works

Design

- Detailed site survey
- Full project design and risk assessment
- Issue PPP (project planning pack)
- EPC - Required for higher Fit rates, to be sent with FIT application (see FIT application process section).

Installation

- Setting up the roof access and the safety equipment
- Module and inverter installation
- Grid connection
- System testing and commissioning
- Removing the roof access and the safety equipment
- Operation & maintenance manual

Assumptions

- Our Quotation is based on information gathered at the site survey
- The modules are to be roof mounted on the same building where the consumer unit is located
- The modules are located within 30 meters of the consumer unit
- The modules are to be installed in standard pattern and adjacent to each other
- It is possible to use a stand-alone scaffold tower to install the modules on the roof.

Exclusions

- Cost imposed by electricity supplier for pulling out the main fuse cut-outs (if required)
- Any re-decoration work following the installation
- Better Planet UK Ltd will advise you of any planning issues and help in any way however it is the client's responsibility to secure planning permission if required
- Any other work not explicitly included above

Attendances required by client or others

- The client is responsible for site security and toilet/welfare facilities

Suggested Program

- To be agreed between the parties but please allow for two to three weeks lead time
- Example timing programme;
 - Week 1: Cooling off period
 - Week 2: Roof survey, if required, EPC and PPP(Product Planning Pack)
 - Week 3: PPP agreed, scaffolding if required, start installation. Installation duration in retrofit 2-3 days, commission system.
- NB: The above is an example, we will plan our installation around your timings and the on site conditions. Please make us aware of any deadlines that you may have in relation to the installation.

PAYMENT STAGES

Initial deposit of 25% to confirm booking.	£4,320.75
50% received upon delivery of main materials to site and installation start.	£8,641.50
25% strictly on completion.	£4,320.75

Warranties

- A two year guarantee from commissioning that the system is designed and installed correctly
- A guarantee that the system complies with building regulations at the time of commissioning
- A guarantee that the system complies with the Microgeneration Certification Scheme at the time of commissioning
- Your workmanship warranty is guaranteed for two year by the Independent Warranty Association in the event that BPUK should cease to trade. More details can be found at <http://iwa.biz>
- Better Planet UK Ltd has comprehensive insurance through Sutton Special Risk Underwritten by Q BE, £5 Million Third Party and £1 Million Professional Indemnity for design
- CANADIAN product warranty is for 10 years
- CANADIAN power output warranty is 90.7 % over 10 years and 80.7 % over 25 years
- The equipment is subject to warranties from the respective manufacturers

Miscellaneous

- When signed by both parties, this Quotation together with the Terms and Conditions constitute a contract between you and Better Planet UK Ltd.
- This quotation is valid for 30 days after the date of Better Planet UK Ltd.'s signature
- Once this quotation is accepted and signed by the client, Better Planet UK Ltd assumes that the installation will take place within 6 months. If that is not the case for reasons outside the control of Better Planet UK Ltd, Better Planet UK Ltd reserves the right to increase the price to reflect inflation and price increases from its suppliers
- The quote we have given reflects the panel configuration in this quotation. However, due to the fact that the available roof space cannot be exactly without accessing the roof, it has been agreed that Better Planet UK will erect a scaffolding tower and measure up the roof properly. Therefore after the parties will agree on the panel configuration, if it is amended compared to the configuration in this quotation, the price will be amended accordingly. Since the panels cannot be ordered until the roof has been measured up, there will be a few days delay before the installation can be started.

Consumer protection

- The renewable energy industry is Governed by the Renewable Energy Consumer Code ("RECC"). This helps to ensure that you can be confident of the methods and quality with which your solution will be specified and supplied. As Better Planet UK Ltd is a member of the Renewable Energy Consumer Code as part of our compliance with RECC, we operate Terms and Conditions specified by RECC. : <http://www.recc.org.uk>
- After signature there is a Cooling Off Period whereby you have the right to cancel the contract up to 14 days, see the 'Notice of the Right to cancel the contract' at the back of the quotation pack. If you cancel within this time, we will return any deposit you may have paid in full. If you cancel after this time, we may have to charge you, based on the actual costs we have incurred by the time you cancel. You must cancel in writing, by post or email, to us at the address shown on the form
- We do not normally start any work until the end of your 14 day cooling off period. But if you want us to start work sooner, you must ask for this in writing. If you later decide to cancel the contract within what would otherwise have been your cooling-off period, then you will have to pay reasonable charges for goods and services supplied up to the date that you cancel

NOTES

This Quotation

This quotation is valid for 30 days and may be subject to a site survey. Specifications may be subject to change. E & OE.

Additional Visits

The installation cost presented contains a fuel and accommodation surcharge that is based on the distance travelled by our installers and the number of days necessary to complete the job. The figures presented are therefore dependant on our installers being able to complete the work in the expected timeframe. Any additional visit will be subject to an additional charge.

Confidentiality

All documents relating to this project in whole or part, including quotations, are private and confidential and may be legally privileged. All documents relating to this project are intended for the addressee only and any disclosure, reproduction or distribution to third parties is strictly prohibited without prior written consent from Better Planet UK Ltd or its subsidiaries. If you are not the intended recipient of these documents in whole or part then any disclosure, reproduction, distribution or any action taken or omitted to be taken in reliance on the information in these documents is prohibited and may be unlawful.





Signature for Contract

.....
On Behalf of Better Planet UK Ltd.

.....
Date:

.....
Name in block letters

I accept this Quotation and have also received, read and understood the Contract Document which contains the Terms and Conditions.

.....
Signature for

.....
Date:

.....
Name in block letters

This page to be retained by client.



17 October 2016

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Signature for Contract

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On Behalf of Better Planet UK Ltd.

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Date:

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Name in block letters

I accept this Quotation and have also received, read and understood the Contract Document which contains the Terms and Conditions.

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Signature for

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Date:

.....
Name in block letters

This page to be signed by client and returned to Better Planet UK Ltd.



CONTRACT TERMS & CONDITIONS

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

The Renewable Energy Consumer Code

The aim of the Consumer Code is to guarantee a high quality experience for consumers wishing to buy or lease small-scale energy generation systems for their homes. The Code is backed by the Trading Standards Institute (TSI) as part of a self-regulation initiative: the Consumer Codes Approval Scheme. Members of RECC agree to comply with the Code. See www.recc.org.uk for more information.

The Microgeneration Certification Scheme

MCS membership demonstrates compliance to industry standards that companies strive to meet. Membership highlights to consumers that companies are able to consistently install to the highest quality every time.

1. ACCEPTANCE OF PROPOSAL

1.1 The Quotation is valid for a period of 30 days from the date indicated. If you wish to proceed then you must sign both copies of the acceptance page of the quotation, 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 about them please contact us using the address or telephone number

1.3 This agreement 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.

Your Right to Cancel (See Section 9 below for more on your cancellation rights)

1.4 You have the right to cancel this contract without penalty during the 'cancellation period' without giving any reason. **Your cancellation period will last for 14 days after you sign this contract.**

1.5 To cancel this contract you must inform us of your decision by a clear statement by letter sent by post, fax or email to:

Better Planet UK Ltd, Knuway House, Cranborne Road,
Potters Bar, Hertfordshire, EN6 3JL

TEL: 0845 643 1280 FAX: 08717 145 160 E-MAIL: sales@betterplanet.co.uk

You can also use the attached cancellation form, but this is not obligatory. Any advanced payments you have made will be returned to you. If you want to cancel this

2. OUR MAIN OBLIGATION

2.1 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 Quote. 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: NIC1137

2.1.1 We agree to carry out the work with all reasonable skill and care in the planning, installation and commissioning of the system described in the Quotation. The goods we supply will:

- be of satisfactory quality;
- be fit for purpose; and,
- operate as we described to you.

2.1.2 We will inform you in writing 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 the 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 with you and which is set out in the Quotation. 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 with you. You must appreciate, however, that sometimes delays may occur for reasons beyond our control. Such reasons may include, for example, severe weather. We cannot be held responsible for those delays.

2.2.2 If such delays occur we will tell you as soon as possible and we will adjust the timetable by written agreement.

2.2.3 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 as detailed in section 9.2 and 9.3 below. This is in line

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 reason that are within our control then you can cancel the contract as detailed in section 9.2 and 9.3 of this Contract.

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 quote.

3. OUR OTHER OBLIGATIONS

3.1 We will carry out the work and all communication with you according to the

3.2 We will ensure that the installation complies with the relevant MCS installer standard which in this case is MIS 3005 (4.1).

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

3.4 We will also give you all of the documentation required as detailed in the appropriate Microgeneration Installation Standard. If it is a requirement of the appropriate MIS installer 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.

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

3.6 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 5 of this contract for details.

4. YOUR MAIN OBLIGATION

4.1 Is to make the payments due to us.

The Deposit

4.1.1 You will pay us the deposit specified in the Quotation when you sign this agreement. The deposit cannot be more than 25% of the total contract price set out in the Quotation. 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.

4.1.2 If you pay the deposit before we have inspected your house, and if we find during that inspection that the installation cannot proceed, then we will refund that

Advance payments

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

4.3 We may require you to pay a further advance payment no more than three weeks before the agreed delivery or installation date but only if this is explained to you in your quotation. This further advance payment will only be used for work 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 Quotation.
- 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 5 of this Contract.

Final Payment

4.5 We will issue you with an invoice for the balance outstanding on 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, then 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 then 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 seventh day after payment is due, then 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 made.

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 and deliver up the goods to us. Failing 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 but you must obtain all relevant permissions (such as planning and building consents) that are necessary before we start work on the installation. It is advised that you tell any leaseholders, freeholders, mortgagors and insurers of the property about the planned work and of the need to obtain the relevant consent. If we ask to see those permissions (and related drawings and/or specifications) you must make those available.

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.

5.3 You, or a contractor you employ, may need to carry out preparatory work before the installation described in the Quotation can start. If so, we will describe 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 (below) of this Contract will apply.

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 adjust the price:

- by written agreement beforehand, if possible; or if not then
- by later written agreement; or if not then
- by referring to any priced documents, if this applies; or if not then
- by a reasonable amount for the work done or goods supplied.

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

7. UNEXPECTED WORK

7.1 The Quotation given to you details the hourly or daily costs that would result from any unexpected work due to site conditions or special circumstances beyond the control of the member.

7.2 Where unexpected work arises, we will tell 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, TITLE AND RISK and WORKMANSHIP WARRANTY

8.1 We will deliver the goods to the location detailed in the Quotation.

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. 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. We may do this through RECC's Deposit and Workmanship Warranty Insurance (DAWWI) scheme or an equivalent scheme.

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

The Client Account

8.4 We may place your deposit and advance payment made before the goods have been delivered to your property in a special 'client' or other third party account or 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.

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 must either deliver them to you or label them as belonging to you. Where we store the goods then we must keep them separate from our own goods and those of

third parties. We must 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, you must return and deliver the goods to us. 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 return the goods to us, we retain the right to take legal proceedings to recover the goods or their value.

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 after the period referred to in sections 1.4 of this Contract then you may have to pay compensation for costs or losses reasonably incurred. 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 payment, if made, as a contribution.

9.1.2 If you want the work to start during the cancellation period referred to in section 1.4 then you must request this in writing and sign the request. If we start the work on the installation and you later decide to cancel the contract within the cancellation period described in section 1.4 then you may be responsible for the costs of the goods and services already supplied and for making good the property.

9.2 If there is a serious delay to the delivery of goods or installation for reasons that are outside your control 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

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 those remedies if what we supply or install is faulty, not fit for purpose or incorrectly described. You cannot seek those 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 a 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 from getting worse. If your breach of contract leads to a cancellation then you may have to pay compensation for reasonable costs or losses reasonably incurred.

10. MEDIATION AND ARBITRATION

10.1 If at any time a dispute arises between you and us that cannot be resolved amicably, both you and we can refer the matter to be handled through RECC's complaints procedure. We must agree to follow this procedure if that is your wish. The RECC complaints procedure is set out in section 9 of the Consumer Code (www.recc.org.uk/scheme/consumer-code#tag9).

10.2 Initially the complaint will be allocated to a RECC caseworker, who will mediate between both parties in order to resolve the dispute. Alternatively, the complaint will be referred to independent conciliation. Both mediation and conciliation aim to reach a non-legal solution to the dispute in a reasonable timescale.

10.3 If the mediator or conciliator recommendations are not acceptable for any reason, you can refer the matter to the independent arbitration service and we must agree to arbitration if that is your wish. You will have to pay a fee equivalent to the County Court small claims procedure fee. The fee is payable directly to the arbitration company and will be refunded to you if the arbitrator finds in your favour.

10.4 The outcome of the arbitration process will be legally-binding and enforceable. An award made under the independent arbitration service will be final and binding on you and us. You and we may only challenge the award on certain limited grounds under the Arbitration Act 1996.



PV specific Terms and Conditions

1. Roof Structure

For solar installations a structural roof survey is required under Microgeneration scheme regulations, this is to ensure that the roof is capable of withstanding the loads (static and wind loads) that will be imposed by the PV modules and their mounting arrangements. Unless expressly stated in the contract that the cost for this will be borne by Better Planet UK, the client is responsible for arranging and paying for the survey.

2. EPC

To achieve the highest level of FIT, the PV applications must include an Energy Performance Certificate (EPC) following a Domestic Energy Assessment of your home. Properties achieving Band E, F or G will need to carry out energy efficiency improvements before you apply for the FITs or receive the FIT at a lower rate for the lifetime of the tariff. Unless expressly stated in the contract that the cost for this will be borne by Better Planet UK, the client is responsible for arranging and paying for the surveys.

