

Chelsfield Solar - Terms and conditions

Chelsfield Solar (CS) is a well-established, ethical, owner-managed business and pioneer of the UK solar PV industry, trading since 1998 and specialising in solar PV since 2002. In placing an order with us, you are entering a contract to which we are both bound by the terms and conditions set out below, unless otherwise agreed in writing or email prior to proceeding.

Our obligations to you

We aim to provide you with an excellent installation and after sales service. We will carry out all work and communications with you in accordance with the Renewable Energy Consumer Code: to ensure we carry out all work with reasonable skill and care and according to the timetable agreed with you. We will provide you with a guarantee that covers the installation, quality of workmanship, and the components installed.

Scope of works

The costs cover design, supply, installation and commissioning of the system. The installation works are carried out by our own installation team as we do not use sub-contractors. Domestic installations will take between 1 – 4 days depending on the size of project, scaffold and complexity. All our work will be of satisfactory quality and fit for purpose as defined by British Standards and UK Building Regulations.

Approved products

We ensure that all of our products are MCS approved and all our inverters are G83/G59 compliant. In addition, we make every reasonable effort to ensure that manufacturers and their products are both of suitable quality and integrity to validate their longevity and warranty.

Planning

For most domestic installations planning permission is not required. For community and commercial projects planning may be required. It is your responsibility to ensure that all necessary permissions are gained prior to the work. We can assist on all matters and can undertake applications on your behalf in exchange for an additional fee.

Building control

We are NICEIC approved electricians, registered under their competent persons scheme to self-certify under Part P of Building Regulations. We will establish the viability of your project, including an assessment of the roof structure for the purposes of a loading calculation. If we have any concerns we will advise you accordingly. However, if you have any additional structural concerns you would need to seek further assurance from an appropriate professional.

Payment insurance – domestic solar installs only

We participate in the RECC Installation Completion Insurance Scheme, which ensures the completion of your contract with us and also our workmanship guarantee. The scheme insures your deposit amount up to 25% of the total contract price or £7,500, whichever is the lesser, and is covered for a period of 35 days. Please note, if the amount of time between the deposit paid and the date we install your PV system exceeds 35 days you will need to contact the insurance company directly to extend the cover. Once we have received your deposit we will enroll you in the scheme and the insurance company will send the policy documents directly to you. There is no additional charge for this service. For more information see:

<http://www.recc.org.uk/consumers/insurance>.

Grid-connection permission

We will undertake all necessary grid connection notifications with your grid operator (DNO) to ensure full compliance.

Placing your order

On receipt of your signed order form we will send you the 10% deposit invoice. The offer is open for 30 days. As the panel price forms a high proportion of the quotation, we reserve the right to increase our price if costs rise after the issue of our quote and before receipt of your deposit payment.

Cooling off period

After payment of a deposit you have seven working days in which to review your decision. A full refund will be given, provided work has not started. If work has started, or seven days has passed then we will use this money to cover material and labour costs incurred in relation to your project so far and return the remainder to you.

Payment schedule

Deposit of 10% on confirmation of order, 40% interim payment due 21 days prior to installation and the remaining balance due within 14 days of final invoice after installation.

Credit cards

You will be asked to pay a 2.5% surcharge on any amount (deposit, interim or final invoice) paid by credit card.

Standard energy prediction

As required by MCS guidelines, there is a standard calculation that we need to adhere to in order to give you likely annual estimates. However, this does not take into account different manufacturing technology and assumes all panels will generate the same output, which is not necessarily the case. The performance of a PV system depends on a number of factors and you should rest assured that all Chelsfield Solar's PV systems are well designed using quality components to ensure maximum energy generation for decades.

Unexpected work

In the unlikely event that unexpected work arises, we will advise you of the options and ask how you wish to proceed.

Your obligations to us

Your primary obligation, as defined by RECC, is to make the payments due to us in the timescales agreed. If you fail to make a payment at the agreed time we will stop work. If you cause work to be delayed, we may charge reasonable costs.

In the unlikely event of a dispute between us prior to payment for work already carried out, we agree that you are entitled to withhold reasonable payment commensurate with the magnitude of the dispute. We would normally expect to settle any such matters under the terms of our guarantee and would regard the withholding of payment for PV panels installed to be an unreasonable breach of contract.

Our contract with you is on the understanding that you do have full authority as owner of the building, or as leasee with full agreement from the owner, for the installation to go ahead.

You are obliged to provide a practical working environment for our installation team, including but not limited to water and toilet facilities. If you agree to carry out preparatory work beforehand, these conditions will be agreed in writing. The work must be carried out by a competent person and completed by the agreed date. If these conditions are not met, meaning we cannot carry out the work on the dates prescribed, then we reserve the right to charge extra labour at the hourly rate of £40 (excluding VAT) per person, with the minimum charge being an eight hour day per person.

After installation

We will provide you with an owner's pack with all product warranties, test certificates and other relevant paperwork.

Complaints

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website: www.disputeresolutionombudsman.org/membership/whichtrustedtraders/

