Provision of Service Regulations

- Name: Going Green Renewables Limited
- Business Trading Address: 4 Loman Rd, Mytchett, Surrey, GU16 6BS
- Telephone: 01252 560587
- Email: enquiries@goinggreenrenewables.co.uk
- Website: www.goinggreenrenewables.co.uk
- VAT number: 154645794
- Registered office and postal address: 4 Loman Rd, Mytchett, Surrey, GU16 6BS
- Legal form: A limited company registered in England and incorporated in the UK
- Public registers: Details about our Limited Company's registration can be viewed at www.companieshouse.gov.uk under reference number 07551027
- Business Activities our Services: Solar Panel Installation
- Insurance Details: Insurance Provider: Simply Business Expiry Date: 27/2/2025

Applicable law

Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.

Complaints

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things rights as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call, write or email us on the details at the top of this Page.

We aim to respond within 2 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

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).

General terms and conditions

A letter of engagement accompanied by our standard terms and conditions will be provided at the start of any contract for works.

Construction Phase Plan (CDM 2015) - CPP

We comply with the Health and Safety Executive requirements and have a CPP Plan available for viewing and we will discuss this with you as required throughout our contract.

Work Guarantees

All works are guaranteed for 5 Years from date of completion, this covers parts and labour, please see our full guarantee document for further information. Any specific manufacturer's warranty will be provided on request. Your statutory rights are not affected by our guarantee. Our Warranties and Guarantees are insurance backed.

Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013: **Notice of the Right to Cancel**

Under the above named regulation you have a right to cancel this contract during a period of 14 calendar days from the day this notice is sent or given to you. During that period if you choose to cancel the contract any money paid by you will be refunded.

However if you have already given written approval for the work to begin before the end of the cancellation period you may be required to pay for goods or services already provided.

If you wish to cancel the contract you must do so in writing and deliver personally or send (which may be by electronic mail or post) this to the person named below. You may use the form below if you want to but you do not have to.

The notice of cancellation is deemed to be served as soon as it is posted or in the case of an electronic communication from the day it is sent.

Complete, detach and return this form only if you wish to cancel the contract.

Customer Cancellation Notice

Name of customer: _____
Address of customer: _____
_____
I/We hereby give notice that I/We wish to cancel my/our contract dated:

Customer signature:_____ Date: _____

This notice should be sent to : Going Green Renewables Limited, 4 Loman Rd, Mytchett, Surrey, GU16 6BS or via email to: enquiries@goinggreenrenewables.co.uk

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Work commencing prior to the expiry of the Cancellation Period

I/We agree that: Going Green Renewables Limited
may commence work on _____ (date), before my cancellation period has expired.

I understand that if I decide to cancel within fourteen working days, I may be asked to pay for any work that has been done prior to my cancellation.

Signed:_____ Date:_____

Cost

This quote has been prepared following a site visit and is based on us being able to install your system as described without interruption. If circumstances beyond our control mean we have to do the work in stages that involves us in additional time, we reserve the right to charge for that additional time. If you request changes to the specification that involves additional cost, or there are exceptional circumstances that we could not reasonably have foreseen that mean additional works are required, we will provide you with a revised quote. Any additional charges will be based on the installers hourly rate of £50.00.

You can pay by BACS bank transfer or Cheque to: Going Green Renewables Limited. Sort code: 090222, account number: 10100406

Terms of Business

We enclose a copy of Going Green Renewables Limited contract with this quote. Please read this carefully.

Timetable for Works

We will agree installation dates with you in writing after the order has been confirmed and we have received your deposit, if we have asked you for one. It usually takes Going Green Renewables Limited 7 days to install a system, including the erection and removal of scaffolding. Your installation will usually take place within six weeks of receiving your order, subject to work load and availability of materials.

To place an order

To confirm your order please read our terms of business carefully. These terms form the basis of your contract with us. If you wish to proceed, complete the Order Form and return it to Going Green

Renewables Limited together with your deposit payment. When we have received your deposit, we will contact you to arrange delivery and installation dates.

Cancellation Rights

After signing this contract, you have a Cooling Off Period of fourteen working days during which you may cancel the contract without penalty. 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 above address. We have provided a cancellation form with this quotation.

We do not normally start any work until the end of your 14 working 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.

RECC - Renewable Energy Consumer Code

Going Green Renewables Limited is a member of RECC, member no. 00057427 and this document is prepared in accordance with its Consumer Code. A leaflet describing the RECC is enclosed with this quote. The Code can be viewed in full at https://www.recc.org.uk/

Summary of Key Responsibilities for Installation

Company & Consumer Summary of works to be undertaken	**Who is responsible?**
Pre-Installation	
Design PV system in accordance with DTI Guide Photovoltaics In Buildings – Guide to the Installation of PV Systems, 2nd Edition, 2018	Installer
Provide property specific system diagram showing the location of main components	Installer for approval by consumer
Obtain confirmation that planning permission is not required or obtain planning permission for listed buildings or properties in conservation areas	Consumer
Submit Building Notice to Local Authority Building Control Service	Consumer
Pay building control fee	Consumer
Commission independent Structural Engineers Report	Installer
Pay for Structural Engineers Report	Installer
Initial contact with District Network Operator.	Installer

Site Preparation	
Provide scaffolding	Installer / sub contractor
Provide secure storage if equipment is delivered to site prior to installation	Consumer
Ensure any site preparation works finished by agreed date on which installation is due to start.	Consumer
Installation	
Provide easy access within the property where the installation will take place. Provide water, toilet facilities and electricity supply	Consumer
Install roof anchors and module mounting rails	Installer
Install solar panel array	Installer
Install Inverter and DC ancillaries, programme inverter	Installer
Install DC cabling between array and inverter	Installer
Install AC spur cabling from a spare way on consumer unit to location of inverter	Installer
Install AC isolator at inverter and connection to AC spur.	Installer
Testing, Commissioning and Handover	
Carry out testing and commissioning in accordance with MCS installer standards	Installer
Provide handover packs with operating instructions and manufacturers guarantee and installers warranty within 7 days of commissioning	Installer
Register installation using online MCS Installation database and send consumer MCS Certificate within 10 working days of commissioning date	Installer
Provide MCS certificate to electricity supplier to register for SEG	Consumer
Notify the Distribution Network Operator (DNO) of installation within 28 days of commissioning and provide information to comply with G98	Installer

within 30 days of commissioning.	