

LOVE TO SAVE ENERGY LIMITED

DOMESTIC SOLAR PV & BATTERY INSTALLATION AGREEMENT

Off-premises consumer contract - England & Wales

IMPORTANT KEY INFORMATION - GIVE THIS TO THE CUSTOMER BEFORE SIGNATURE

This page is intended to put the main commercial and statutory information in front of the customer before they enter the contract. The full Agreement follows and should be read with the final quotation and system specification.

KEY POINT	INFORMATION
Trader	Love to Save Energy Limited (Company No. 11884331), Unit 8 Alvis Works, Common Lane Industrial Estate, Kenilworth, CV8 2EL. Tel: 0333 880 9359. Email: solar@lovetosaveenergy.com .
What you are buying	The Solar PV, inverter, battery (if ordered), installation and related services described in the signed Order Form, quotation and system specification.
Total price	£ _____ including applicable VAT. Any additional work must be separately explained and agreed, except immediate work reasonably required to make a dangerous situation safe.
Payment schedule	Booking/deposit: 25% / £ _____. Balance: 75% / £ _____, payable on completion after commissioning and customer handover. No separate interim payment is due.
Installation timing	Target installation date / window: _____. Dates are estimates unless expressly guaranteed. Customer-caused delay, unsafe conditions, DNO delays and genuinely unforeseen matters may move the date.
Cancellation rights	Because the contract is normally signed in your home, statutory off-premises cancellation rights may apply. You will receive a separate Cancellation Notice and Cancellation Form. Nothing in this contract shortens those rights.
Work during cancellation period	LTSE standard policy is not to physically install the solar panels or battery until the applicable statutory cancellation period has expired. If you ask for survey/design/DNO services to start earlier, a separate Early Start Request must be signed.
Guarantees	LTSE workmanship warranty: 2 years from commissioning. LTSE will also provide a 2-year insurance-backed guarantee protecting that workmanship warranty if LTSE ceases to trade, subject to the insurer's policy terms. Manufacturer warranties are separate. Statutory consumer rights are unaffected.
SEG / export tariffs	Eligibility for SEG and export tariffs is determined by electricity suppliers and may change. LTSE does not guarantee acceptance onto a particular tariff or any specific export rate unless expressly stated in writing.
Complaints	Call 0333 880 9359 or email solar@lovetosaveenergy.com . LTSE will investigate complaints under its complaints process. Any applicable statutory or ADR rights remain available.
Customer-arranged finance	Unless the Order Form expressly says SUBJECT TO FINANCE, the contract is not conditional on the customer obtaining independent finance.

☐ I confirm this Key Information page was given to me before I signed the Agreement.

Customer initials: _____ Sales representative initials: _____

1. THE PARTIES

Contractor: Love to Save Energy Limited, Company No. 11884331, Unit 8 Alvis Works, Common Lane Industrial Estate, Kenilworth, England, CV8 2EL. Telephone: 0333 880 9359. Email: solar@lovetosaveenergy.com . Website: www.lovetosaveenergy.com.

Customer name: _____

Installation address: _____

Telephone: _____ Email: _____

2. YOUR ORDER

ITEM	MAKE / MODEL	QUANTITY / SIZE
Solar PV panels		
Inverter		
Battery storage		
Mounting system		
Monitoring / gateway		
Other equipment		

Proposed total PV array size: _____ kWp Battery usable capacity: _____ kWh

☐ Monitoring included

☐ Bird protection included

☐ EV charger included

☐ EPS / backup included

☐ Other: _____

3. CONTRACT PRICE AND PAYMENT

Total contract price including applicable VAT: £ _____

STAGE	PERCENTAGE	AMOUNT
Booking / deposit	25%	£ _____
Completion after commissioning and handover	75%	£ _____

Payment methods and bank/card details will be stated on LTSE invoices or payment requests. Do not make cash payments to a salesperson, installer or subcontractor unless LTSE has expressly authorised the payment and an official receipt is provided.

The price is based on the agreed specification and stated assumptions. No additional charge will be imposed for elective additional work without the customer agreeing the work and price. If immediate action is reasonably required to make a dangerous condition safe, LTSE may take proportionate safety steps and will explain them as soon as reasonably possible.

4. DOCUMENTS FORMING THE CONTRACT

- this Agreement and signed Order Form;
- the final quotation;
- the agreed system specification/design;
- any signed Variation or Additional Works form;
- the Key Information page;
- the Cancellation Notice and Cancellation Form;
- any valid Early Start Request;
- relevant pre-contract information supplied by LTSE; and
- any other document expressly agreed in writing to form part of the contract.

A later written variation signed or otherwise clearly agreed by both parties takes priority only for the matter it changes. Nothing in this clause excludes information or representations that consumer law makes binding.

5. STANDARD INSTALLATION AND EXCLUSIONS

Unless the quotation says otherwise, the price assumes a reasonably straightforward domestic installation and includes the specified equipment, standard mounting, normal electrical materials and cabling for the agreed design, installation labour, commissioning/testing, monitoring setup where included, reasonable making-good directly caused by our work, applicable electrical certification for our work, the applicable DNO application/notification within our agreed scope, normal installation waste removal and customer handover information, the 2-year workmanship warranty and the 2-year insurance-backed guarantee.

Scaffolding: ☐ Included ☐ Excluded ☐ Included subject to this allowance/condition: _____

Unless specifically included in writing, the price does not include major roof repair/replacement, rotten structural timbers, structural-engineer reports, asbestos work, specialist roofing/access, major consumer-unit replacement, extensive unrelated rewiring, correcting unsafe pre-existing electrical work, DNO network reinforcement, service-head relocation, three-phase conversion, unlooping, substantial groundworks, specialist lifting equipment, unusual/additional scaffolding, decorating beyond reasonable making-good, planning/listed-building applications, landlord/freeholder permissions, major building work, or work caused by materially inaccurate or incomplete customer information.

6. TECHNICAL SURVEY AND SUITABILITY

The contract is subject to technical suitability. LTSE may inspect roof construction and condition, dimensions, shading, access, electrical installation, consumer unit, earthing, meter/service head, proposed cable routes, inverter/battery locations, internet/communications and other matters reasonably relevant to safe installation.

The survey is a reasonable visual and technical assessment, not a guarantee that concealed defects do not exist. LTSE is not responsible for a pre-existing defect that was concealed, could not reasonably have been discovered during an ordinary survey, or was known to the customer but not disclosed.

If the property is unsuitable for the proposed design, LTSE may propose a reasonable alternative. The customer does not have to accept an alternative. If no reasonable safe/compliant installation is possible, either party may bring the installation to an end and the financial position will be calculated fairly, taking into account work actually done, unavoidable costs, recoverable goods and costs saved.

7. CUSTOMER INFORMATION, AUTHORITY AND RESPONSIBILITIES

The customer confirms that they own the property or otherwise have authority to authorise the installation and will obtain landlord, freeholder, mortgagee or other third-party consent where required unless LTSE expressly agrees to obtain it.

The customer must provide information accurate to the best of their knowledge, including known roof leaks/defects, structural issues, unsafe electrics, asbestos, planning/listed status, leasehold/freehold restrictions, existing solar/battery systems and relevant access constraints.

The customer must provide safe and reasonable access, keep children/pets away from working areas, not interfere with scaffold/safety equipment, complete specifically agreed preparation, provide an electricity supply, and provide working internet/Wi-Fi details where required for monitoring/commissioning.

If materially incorrect/incomplete customer information directly causes reasonable unavoidable additional cost, LTSE may recover that cost to the extent permitted by law after taking reasonable steps to minimise loss and explaining the basis of the charge.

8. PLANNING, STRUCTURE AND THIRD-PARTY CONSENTS

Many normal domestic solar installations may fall within permitted development rights, but not every property does. The customer must tell LTSE about listed status, conservation restrictions, restrictive covenants, leasehold/freehold issues or known planning restrictions. Unless specifically included in the quotation, formal planning, listed-building, landlord/freeholder or other property consent applications are the customer's responsibility.

LTSE will not knowingly proceed where it understands a required permission is outstanding. Where the survey reasonably indicates a need for specialist structural advice, installation may be conditional on satisfactory advice being obtained.

9. DNO AND NETWORK REQUIREMENTS

Solar and battery systems are subject to electricity-network requirements, which may include G98/G99/G100 or other applicable procedures. Where prior DNO approval is required, LTSE may postpone commissioning until approval is obtained.

The DNO is independent of LTSE. It may impose export limits, equipment/settings changes, network works, unlooping, supply upgrades or other conditions. If a DNO requirement materially affects the agreed system or price, LTSE will explain the options and obtain agreement to any material variation before proceeding.

10. ADDITIONAL WORK, VARIATIONS AND UNFORESEEN CONDITIONS

If LTSE discovers a condition that makes the agreed work unsafe or materially impractical - for example rotten roof timbers, defective coverings, unsafe wiring, unsuitable earthing, asbestos, hidden services, inadequate consumer-unit arrangements, unexpected structural defects, unsuitable cable routes or unforeseen DNO requirements - LTSE may stop work safely.

LTSE will explain the issue, required work, price/timescale impact and, where applicable, provide a Variation / Additional Works form. Elective additional work will not proceed without customer agreement.

If essential safety/remedial work is reasonably required and the customer declines it, either party may terminate the remaining installation. The financial position will be calculated fairly by reference to work completed, goods supplied, unavoidable third-party costs, goods capable of return/reuse/resale and costs saved by not completing the work.

Customer-requested changes to panel quantity, battery size, equipment, equipment location, cable route, scaffold arrangement or other work may affect price, performance, DNO approval and installation date. LTSE does not have to undertake a variation until it is agreed.

11. EQUIPMENT AVAILABILITY AND SUBSTITUTION

If specified equipment becomes unavailable, LTSE may propose equipment of equivalent or better overall function/specification. LTSE will disclose any material substitution and will not materially reduce the agreed system without the customer's agreement. If no reasonably equivalent solution is available, the parties will discuss an alternative or cancellation without an unfair penalty.

12. INSTALLATION DATE, CUSTOMER DELAY AND ACCESS

Target installation date/window: _____

Dates are estimates unless expressly guaranteed. LTSE will keep the customer reasonably informed of material delays. LTSE is not responsible for delay directly caused by severe weather, unsafe conditions, DNO/supplier delays, concealed defects, customer changes or genuinely unforeseeable circumstances outside LTSE's reasonable control, provided LTSE takes reasonable steps to reduce the effect.

If progress depends on customer information, access, payment, consent, property preparation or decisions, LTSE is not responsible for the resulting customer-caused delay and may revise the installation date.

If the customer cannot be contacted for at least 30 days despite reasonable attempts, or repeatedly fails to provide necessary access/information, LTSE may give written notice requiring the customer to remedy the issue and, if not remedied within a reasonable period, may terminate under Clause 19.

13. RESCHEDULING AND ABORTED VISITS

Confirmed installation dates reserve labour, materials, scaffolding and subcontractors. If the customer cancels/reschedules at short notice or LTSE attends but cannot safely/reasonably gain access because of a matter within the customer's control, LTSE may recover reasonable direct losses actually incurred after taking reasonable steps to minimise them.

An LTSE administration/wasted-visit charge will normally not exceed £250, excluding separately identifiable third-party charges (for example scaffold or specialist subcontractor cancellation costs) which LTSE has genuinely incurred and cannot reasonably recover. No such charge applies where LTSE caused the cancellation or where charging would conflict with statutory rights.

14. SITE SAFETY AND RIGHT TO SUSPEND

LTSE may suspend work where the site is unsafe, hazardous material is suspected, essential permissions are missing, necessary additional work has not been agreed, required information/access is unavailable, an undisputed payment properly due remains unpaid after reasonable notice, or continuing would breach law/electrical/network requirements. LTSE will explain why work is suspended and what reasonably needs to happen before it resumes.

The customer and household must not climb on or interfere with scaffolding, roof equipment, isolation equipment or incomplete electrical work. Customer interference that causes damage, delay or a safety issue may result in reasonable additional cost.

15. PHYSICAL INSTALLATION DURING CANCELLATION PERIOD

LTSE standard commercial policy is not to begin the physical installation of panels, roof mounting equipment, inverter or battery until the applicable statutory cancellation period has expired, unless LTSE has specifically approved a different lawful process in writing.

A customer may ask LTSE to start limited pre-installation services such as survey, design or DNO work earlier by signing the separate Early Start Request. That request does not automatically remove statutory rights relating to goods.

16. STATUTORY CANCELLATION RIGHTS

Because this Agreement is normally entered into at the customer's home, it is an off-premises consumer contract and statutory cancellation rights may apply under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. LTSE provides a separate Cancellation Notice and Cancellation Form.

The precise cancellation period depends on the legal nature and performance of the contract, including the supply of goods. Nothing in this Agreement shortens statutory cancellation rights. Where cancellation is validly exercised, refunds, collection/return of goods and any permitted deductions will be handled in accordance with applicable law.

17. CANCELLATION AFTER STATUTORY RIGHTS EXPIRE

The customer may ask to cancel after any applicable statutory cooling-off right has expired. Where LTSE is not in breach, LTSE may be entitled to recover genuine losses caused by cancellation, such as survey/design/DNO work already completed, special-order equipment, supplier restocking/cancellation costs, scaffold charges, committed subcontractor costs and work already carried out.

LTSE will take reasonable steps to minimise loss, credit costs saved, credit goods which can reasonably be returned/reused/resold, and will not recover the same loss twice. Deposits are not automatically treated as non-refundable; amounts paid are credited against sums lawfully and fairly due.

18. PAYMENT, DISPUTES AND LATE PAYMENT

The customer must pay agreed instalments when due. If an invoice is genuinely disputed, the customer should tell LTSE promptly and should pay any undisputed part while the disputed amount is investigated.

A minor snag does not normally justify withholding the entire outstanding balance. A customer may withhold a reasonable and proportionate sum in relation to a genuine unresolved issue where the law permits.

If an undisputed amount remains unpaid after reasonable notice, LTSE may suspend further non-essential work, postpone work where lawful and safe, pursue the debt and charge simple interest at 3% per year above the Bank of England base rate from the due date until payment. LTSE may also seek reasonable debt-recovery costs where legally recoverable.

19. LTSE RIGHT TO TERMINATE

LTSE may terminate by written notice for a serious or continuing customer breach, including material undisputed non-payment after reasonable reminders, knowingly material misinformation preventing installation, lack of authority/permission, repeated failure to provide access, serious interference with installers/safety arrangements, refusal of essential safe remedial works, failure to provide essential information after reasonable requests, or inability to contact the customer for at least 30 days despite reasonable attempts.

Where reasonably possible, LTSE will give the customer an opportunity to remedy the breach first. On termination, the financial position will be calculated fairly taking account of work completed, goods supplied, unavoidable costs, payments already made, costs saved and goods capable of return/reuse/resale.

20. CUSTOMER-ARRANGED FINANCE

Unless the Order Form expressly states SUBJECT TO FINANCE, this contract is not conditional on the customer obtaining a loan or other third-party funding. Independently arranged finance is between the customer and lender. LTSE does not guarantee finance approval, interest rates or funding dates. This clause does not remove statutory cancellation rights or rights linked to any regulated credit arrangement that may apply.

21. INSTALLATION, SUBCONTRACTORS AND EXISTING DEFECTS

LTSE will provide installation services with reasonable care and skill and may use appropriately competent employees and subcontractors. Where subcontractors perform work forming part of LTSE's obligation to the customer, LTSE remains responsible for that contractual work.

LTSE is responsible for damage caused by its failure to use reasonable care and skill. LTSE is not responsible for repairing pre-existing defects merely because they become apparent during work, including existing roof leaks, rotten battens, defective felt/tiles, existing cracks/damp, unsafe wiring/earthing, hidden pipework, structural movement or defective third-party workmanship.

22. THIRD-PARTY SYSTEMS, MONITORING AND CUSTOMER INTERFERENCE

If new equipment is to connect to an existing third-party solar/battery/electrical system, LTSE may require technical documentation and may decline to connect to equipment reasonably believed unsafe, incompatible, damaged, incorrectly installed or unsupported. LTSE is not responsible for defects/performance of third-party equipment unless caused by LTSE's work.

Monitoring may rely on broadband, Wi-Fi, mobile networks, manufacturer cloud services or third-party apps. A monitoring outage does not necessarily mean the system has stopped generating. LTSE is not responsible for failures caused solely by customer internet/router changes, mobile networks or third-party/manufacturer cloud services outside LTSE's reasonable control.

The customer should not allow third parties to materially alter solar wiring, inverter/battery connections, protection equipment, export limitation, monitoring or roof mounting without considering the effect on warranties. LTSE is not responsible for faults/damage caused by later third-party work or customer tampering, but remains responsible for defects in its original work.

23. SEG, EXPORT TARIFFS AND PERFORMANCE

Eligibility for the Smart Export Guarantee (SEG), export tariffs and other incentives is determined by electricity suppliers and may change. LTSE does not guarantee acceptance onto any particular SEG or export tariff, or any particular export rate, unless expressly guaranteed in writing.

SEG/export eligibility and rates are controlled by energy suppliers and may change. LTSE does not guarantee acceptance onto SEG, an Octopus tariff, another supplier tariff or any export rate unless expressly guaranteed in writing.

Generation, savings, export revenue and payback estimates depend on weather, shading, orientation, electricity use/prices, export rates, battery operation, customer behaviour, grid restrictions and equipment degradation. Estimates are not guarantees of future electricity prices or financial return. Nothing in this clause permits misleading estimates or removes rights relating to legally binding information supplied by LTSE.

24. WORKMANSHIP, MANUFACTURER WARRANTIES AND CALLOUTS

LTSE provides a 2-year workmanship warranty from commissioning. It covers defects caused by LTSE installation workmanship and is additional to statutory rights.

LTSE will also provide a 2-year insurance-backed guarantee for the same workmanship-warranty period. The insurance is intended to protect the unexpired workmanship-warranty obligations if LTSE ceases to trade, subject to the insurer's policy terms, eligibility and registration requirements. The insurance-backed guarantee is separate from LTSE's direct obligations while LTSE is trading and does not reduce statutory rights.

It does not cover misuse, accidental/deliberate damage, third-party alterations, customer tampering, failure to follow instructions, pre-existing building defects, storm/external damage, internet/network failure, or equipment defects properly falling under a manufacturer warranty.

Manufacturer warranties are separate and subject to manufacturer terms. Where reasonable, LTSE will provide relevant warranty information at handover. Manufacturer warranties do not replace statutory rights against LTSE where those rights apply.

If a reported issue reasonably appears to concern LTSE workmanship, LTSE will investigate appropriately. If, after reasonable remote checks and prior warning of potential charges, a site visit confirms the issue is clearly outside LTSE workmanship responsibility (for example changed Wi-Fi, customer/third-party interference, unrelated electrical fault, manufacturer hardware fault, grid outage or misuse), LTSE may charge a reasonable diagnostic/callout fee disclosed before the chargeable visit.

25. SUBSTANTIAL COMPLETION, SNAGGING AND HANDOVER

An installation may be substantially complete when the agreed equipment has been materially installed, the system is safe and appropriately tested, commissioning has been completed where possible, and only minor snagging or third-party administrative matters remain. Minor matters may include non-critical monitoring setup, labels, minor cosmetic making-good or paperwork awaiting third-party processing.

LTSE remains responsible for genuine outstanding contractual work. Minor snagging does not automatically entitle the customer to withhold the whole contract balance; any withheld amount should be reasonable and proportionate to the outstanding matter.

Following commissioning, LTSE will provide applicable documentation which may include electrical certification, DNO evidence, system information, manufacturer warranty details, product datasheets, operating/monitoring instructions, isolation/shutdown information, the 2-year workmanship warranty and the 2-year insurance-backed guarantee policy/certificate. Third-party documents may follow later if dependent on an external organisation.

26. COMPLAINTS AND CUSTOMER CARE

Concerns should be raised promptly with Love to Save Energy Limited by calling 0333 880 9359, emailing solar@lovetosaveenergy.com, or writing to Unit 8 Alvis Works, Common Lane Industrial Estate, Kenilworth, CV8 2EL. LTSE will investigate under its complaints process and aims to resolve genuine issues within a reasonable time.

Where applicable law or a scheme requires LTSE to provide information about Alternative Dispute Resolution, LTSE will do so. A complaint does not automatically suspend payment of sums that are genuinely undisputed.

27. LIABILITY AND STATUTORY RIGHTS

LTSE is responsible for foreseeable loss or damage caused by its breach of contract or failure to use reasonable care and skill. LTSE is not responsible for loss caused solely by pre-existing defects, inaccurate customer information, unrelated third-party work, unauthorised alterations, electricity-tariff changes, network/internet failure outside LTSE's control, DNO restrictions outside LTSE's control or circumstances that could not reasonably have been foreseen or avoided.

The system is supplied for domestic purposes. LTSE is not responsible for business losses such as lost business profit/opportunity arising from business use of a domestic system, except where liability cannot legally be excluded.

Nothing excludes/restricts liability for death or personal injury caused by negligence, fraud/fraudulent misrepresentation, liability for goods/services where consumer law prevents exclusion, or any other liability that cannot lawfully be excluded. Goods must meet applicable statutory standards and services must be provided with reasonable care and skill.

28. DATA PROTECTION

LTSE will process personal information in accordance with applicable data-protection law and its privacy notice. To perform the contract LTSE may reasonably share information with installers/subcontractors, equipment manufacturers/suppliers, DNOs, electrical certification organisations, warranty providers and other organisations reasonably necessary to complete/support the installation. Marketing is handled separately in accordance with applicable law and customer preferences.

29. TRANSFER, SEVERABILITY AND LAW

LTSE may use subcontractors but remains responsible for its contractual obligations. LTSE will not transfer the contract in a way that materially reduces mandatory consumer rights where doing so would be unlawful or unfair. If one term is unenforceable, the remaining terms continue so far as legally possible.

This Agreement is governed by the law of England and Wales. Nothing removes any mandatory consumer right regarding where legal proceedings may be brought.

30. CUSTOMER DECLARATION AND SIGNATURE

- ☐ I received the Key Information page before signing.
- ☐ I received the final quotation and system specification.
- ☐ I understand the total price and payment schedule.
- ☐ I understand genuine unforeseen/additional work may require a separately agreed Variation.
- ☐ I understand my responsibility to provide safe and reasonable access and accurate property information.
- ☐ I understand customer-caused aborted visits/late rescheduling may result in reasonable costs.
- ☐ I understand minor snagging does not automatically justify withholding the whole balance.
- ☐ I understand independent finance is separate unless the Order Form expressly states SUBJECT TO FINANCE.
- ☐ I understand generation, savings, export income and payback may vary.
- ☐ I understand that LTSE provides a 2-year workmanship warranty and a separate 2-year insurance-backed guarantee, subject to the insurer's policy terms.
- ☐ I understand that eligibility for SEG/export tariffs is determined by electricity suppliers and is not guaranteed unless expressly stated in writing.
- ☐ I received the Cancellation Notice and Cancellation Form before signing.

- ☐ I understand LTSE standard policy is not to physically install the system until the applicable statutory cancellation period has expired.
- ☐ I have had the opportunity to read the Agreement before signing.
- ☐ I have received, or will immediately receive, my own signed copy of the Agreement and required cancellation information.

Customer name: _____

Customer signature: _____

Date: _____ Time: _____

For Love to Save Energy Limited

Representative name: _____

Position / status: _____

Signature: _____

Date: _____ Time: _____

DOCUMENTS LEFT WITH CUSTOMER - CLOSE-OUT RECORD

- ☐ Signed Agreement
- ☐ Final quotation
- ☐ System specification
- ☐ Key Information page
- ☐ Cancellation Notice
- ☐ Cancellation Form
- ☐ Early Start Request (if used)
- ☐ Variation / Additional Works form (if applicable)
- ☐ Other: _____

Sales representative instruction: the customer must be left with a copy of the signed agreement and the required cancellation information immediately after signature.

Customer acknowledgement: I confirm I have received the documents ticked above.

Customer signature: _____ Date: _____

Sales representative declaration: I confirm I provided the Key Information before signature and left the customer with the signed contract and cancellation documents.

Sales representative signature: _____ Date: _____

APPENDIX A - CANCELLATION NOTICE AND MODEL CANCELLATION FORM

This notice applies where the customer has a statutory right to cancel the off-premises contract. Nothing in this notice reduces any longer or additional right provided by law.

Right to cancel

You have the right to cancel this contract where the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 give you that right, without giving any reason. The applicable cancellation period depends on the nature and performance of the contract, including the supply of goods. Love to Save Energy will not treat this notice as shortening any statutory period.

How to cancel

To exercise your right to cancel, you must inform us of your decision by a clear statement (for example a letter sent by post or an email). You may use the model form below, but it is not obligatory.

Love to Save Energy Limited
Unit 8 Alvis Works
Common Lane Industrial Estate
Kenilworth
CV8 2EL
Telephone: 0333 880 9359
Email: solar@lovetosaveenergy.com

Effect of cancellation

If you validly cancel, LTSE will deal with reimbursement, collection/return of goods and any amount lawfully payable for services expressly requested before cancellation in accordance with applicable consumer law. LTSE will not impose a cancellation fee that the law does not permit.

MODEL CANCELLATION FORM

To: Love to Save Energy Limited, Unit 8 Alvis Works, Common Lane Industrial Estate, Kenilworth, CV8 2EL. Email: solar@lovetosaveenergy.com

I/We hereby give notice that I/We cancel my/our contract for the sale and installation of the following goods/services:

Ordered on: _____ Goods received (if applicable) on: _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s) (only if this form is notified on paper): _____

Date: _____

APPENDIX B - REQUEST TO START LIMITED SERVICES DURING A CANCELLATION PERIOD

This form is optional. It should only be used where the customer wants LTSE to begin limited services before the applicable statutory cancellation period has expired.

LTSE standard policy is NOT to use this form as authority for the physical installation of solar panels, roof mounting equipment, inverter or battery. Physical installation should normally wait until the applicable statutory cancellation period has expired.

Customer name: _____

Installation address: _____

Contract / quote reference: _____

I expressly request that LTSE begins the following services before the end of any applicable statutory cancellation period:

- ☐ Technical survey
- ☐ Solar PV / battery design
- ☐ DNO application / notification work
- ☐ Planning / permission administration expressly included in my quote

☐ Other limited pre-installation service: _____

I understand that asking LTSE to start these services does not automatically remove my statutory cancellation rights. If I subsequently cancel, I may be required, where the law permits, to pay a proportionate amount for services properly supplied at my express request. My statutory rights relating to goods are not removed simply by signing this form.

Customer name: _____

Signature: _____ Date: _____

LTSE representative: _____ Date: _____

APPENDIX C - VARIATION / ADDITIONAL WORKS FORM

Use this form whenever the customer requests a change or the survey/installation identifies additional work that changes the agreed price, design, scope or installation date.

Customer: _____ Contract ref: _____

Property: _____

Reason for variation

- ☐ Customer-requested change
☐ Unforeseen roof / structural condition
☐ Existing electrical defect / required remedial work
☐ DNO requirement
☐ Scaffolding / access change
☐ Equipment availability / agreed substitution
☐ Other: _____

Description of change / additional work

Commercial effect

Original contract price: £ _____

Additional cost / credit: £ _____

Revised total contract price: £ _____

Revised payment amount/date (if applicable): _____

Technical / programme effect

Effect on system size/performance: _____

Effect on installation date: _____

Effect on DNO / permissions: _____

Customer confirmation: I understand and agree the above variation and revised price/scope.

Customer signature: _____ Date: _____

LTSE representative: _____ Date: _____

APPENDIX D - CUSTOMER SITE READINESS & ACCESS CHECKLIST

This checklist is intended to reduce aborted visits and customer-caused delays. Complete before installation is booked.

- ☐ Customer confirms ownership/authority and any required landlord/freeholder permission.
☐ Customer has disclosed known roof leaks, structural defects and asbestos concerns.
☐ Loft/roof access area is reasonably clear.
☐ Consumer unit, meter and service head are accessible.
☐ Agreed inverter/battery locations are accessible and clear.
☐ Parking/loading access has been discussed.
☐ Scaffolding position/access has been discussed.
☐ Pets/children can be kept away from work areas.
☐ Working electricity supply is available.
☐ Wi-Fi details will be available where monitoring requires them.
☐ Customer understands they must not interfere with scaffolding, isolation points or incomplete electrical work.
☐ Any customer preparation specifically agreed in the quotation has been completed.

Customer initials: _____ LTSE representative initials: _____ Date: _____