

spark.

4.185 kW
Solar system.
with 15kWh battery storage

Steve Blighton.

Sales Contract

SPK101-13704-SB13702

Addressed to:

Steve Blighton

07824341688

steveblighton62@gmail.com

68 Wellhouse Green

Huddersfield

HD7 4ET

Prepared by **Jake Wiley**

Signed date: 5 December 2025

Email: jake@sparkhome.co.uk Website: www.sparkhome.co.uk Office: 0330 818 7273



Why We're Different.

We install the very best solar and battery systems that save you money for life, guaranteed. With our three core promises we can comfortably say you will not find a better value for money solution anywhere else.

Lifetime Guarantee.

Our unique guarantee covers the working lifetime of your solar system and gives you a 30 year workmanship, 30 year solar panel performance and 15 year battery & inverter guarantee.

Price Match Guarantee.

We are so confident that we won't be beaten on price, we offer a price match guarantee, where we will match the price of any quotation for the same products and service.

Savings Guarantee.

Every single system we install has a savings guarantee from the independent EPVS organisation, who validate our calculations to be accurate and achievable based on your design.

Market Leading Products.

Our carefully curated product range is designed to ensure your system is the highest quality, with only the very best products. We offer a market leading panel as standard, a battery & inverter eco system with a 15 year warranty and a system management tablet to make controlling your system effortless.

Full UK Coverage



1,200+

Solar & Battery installations across the UK

40+ Years

Combined Industry Experience

UK

Based Customer Service

124+

Strong Team

230%

Company Growth

4.6★

Trustpilot Score



Proposed Panel Layout.



4.185kW Solar System.

with 15kWh battery storage

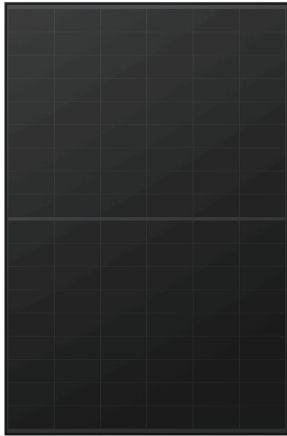
68 Wellhouse Green

Huddersfield HD7 4ET



System Details.

Your custom design



Solar Panel

9 × AIKO Neostar 2S 465w

[Data sheet](#) - [Warranty](#)



Battery Storage

3 × EcoFlow PowerOcean Battery 5kw

[Data sheet](#) - [Warranty](#)



Inverter

1 × EcoFlow PowerOcean Inverter 6kw

[Data sheet](#) - [Warranty](#)

To Steve Blighton
07824341688

From

Spark
St. Pegs Mill
Thornhill Beck Lane
Brighouse
England
HD6 4AH
Reference # SPK101-13704-SB13702

Address 68 Wellhouse Green
Huddersfield
HD7 4ET

Reference #

Expiry date

Description	Quantity	Price	Total
4.185kW solar system with 15kWh battery storage		£18,111.00	£18,111.00
AIKO Neostar 2S 465w	9	(incl.)	
EcoFlow PowerOcean Inverter 6kw	1	(incl.)	
EcoFlow PowerOcean Battery 5kw	3	(incl.)	
Survey		(incl.)	
Bird Barrier 30m		(incl.)	
Scaffolding	1	(incl.)	
EPVS Certification		(incl.)	

Also included

Flashing, Hazard Labels (Solar), Generation Meter, DC Switch Disconnecter (Dual String), Pre-Terminated Cable, Connector Kit, Cable (50m), MCS Certificate, Workmanship Guarantee, SAP Design, Installation, Screws (100 Box), Delivery, EcoFlow PowerInsight Tablet, EcoFlow Battery Mounting, G99 Application, Hazard Labels (Battery)

Payment Method: Cash

A deposit is required to complete your order, please use the link below to see our payment options.

Use **Blighton HD7 4ET** as your payment reference.

Subtotal incl. VAT	£18,111.00
Included VAT	£0.00
Discount	-£2,500.00
Total incl. VAT	£15,611.00
Deposit	£1,250.00

[Pay here](#)

Steve Blighton

Customer Name

Customer Signature

Signed date: 5 December 2025



CERTIFIED

Installation Data

Installed capacity of PV system — kWp (STC)	4.185
Orientation of PV — degrees from South	45
Inclination of system — degrees from horizontal	30
Postcode Region	Zone 11 - Sheffield

Performance Calculations

kWh/kW _p (Kk) from table	838
Shade Factor (SF)	0.96
Estimated annual output	3,167 kWh

Estimated PV self-consumption — PV only

Assumed occupancy archetype	Home some time
Assumed annual electricity consumption	3,500 kWh
Assumed annual electricity generation from existing solar PV system	No existing solar
Expected solar PV self-consumption (PV only)	1,583 kWh
Grid electricity independence / Self-sufficiency (PV only)	45.23%

Estimated PV self-consumption — with EESS

Assumed usable capacity of electrical energy storage device, which is used for self-consumption	15 kWh
Expected solar PV self-consumption (with EESS)	2,850 kWh
Grid electricity independence / Self-sufficiency (with EESS)	81.43%

Important Note:

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 given as guidance only for the first year of generation. It should not be considered as a guarantee of performance.

The solar PV self-consumption has been calculated in accordance with the most relevant methodology for your system. There are a number of external factors that can have a significant effect on the amount of energy that is self-consumed so this figure should not be considered as a guarantee of the amount of energy that will be self-consumed.

Shading will be present on your system that will reduce its output to the factor stated. This factor is calculated using the MCS shading methodology and we believe that this will yield results within 10% of the actual energy estimate stated for most systems.

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 systems vary from the estimated values.

Important Note:

The energy performance and benefits of EESS is impossible to predict with certainty due to the numerous functions a system can be programmed to perform. This estimate is given as guidance only. It should not be considered as a guarantee of performance.



Estimated savings based on current assumption.

Annual Generation.

3,167 kwh/py

Year 1 Savings.

Solar:
£406.95

Battery:
£325.56

Total:
£780.01

Average Annual Benefit.

Solar:
£1,206.30

Battery:
£965.04

Total:
£2,216.50

30 Year Benefit.

Solar: £36,189.02

Battery: £28,951.19

Total: £66,494.94

Assumed values

Annual electricity usage

3,500 kWh

System lifetime

30 year

Utility rate inflation

7.04% per annum

Nominal storage capacity

15 kW

Daily supply charge

£0.54

Maximum depth of discharge

95%

Current electricity price

£0.2570

System efficiency

95.0%

Smart export guarantee

£0.15

Tariff type

Standard

Degradation

PV degradation

AIKO Neostar 2S 465w
99.0% for the first year
-0.3% per year to year 25

Battery degradation

EcoFlow PowerOcean Battery 5kw
-2.5% per year to year 15

Year On Year Annual Savings

Estimated Savings based on Current Grid Consumption of 3,500 kWh.
Includes any replacement costs at 15 year intervals

YEAR	GENERATION	SOLAR	BATTERY	EXPORT	TOTAL BENEFIT	COST	NET POSITION
1	3,167 kWh	£406.95	£325.56	£47.50	£780.01	£15,611.00	£-14,830.99
2	3,155 kWh	£433.95	£347.16	£47.32	£828.43	£0.00	£-14,002.56
3	3,144 kWh	£462.87	£370.30	£47.15	£880.32	£0.00	£-13,122.24
4	3,134 kWh	£493.87	£395.09	£47.00	£935.96	£0.00	£-12,186.28
5	3,122 kWh	£526.60	£421.28	£46.82	£994.70	£0.00	£-11,191.58
6	3,112 kWh	£561.85	£449.48	£46.67	£1,058.00	£0.00	£-10,133.58
7	3,100 kWh	£599.09	£479.27	£46.50	£1,124.86	£0.00	£-9,008.72
8	3,090 kWh	£639.19	£511.35	£46.35	£1,196.89	£0.00	£-7,811.83
9	3,078 kWh	£681.53	£545.22	£46.17	£1,272.92	£0.00	£-6,538.91
10	3,068 kWh	£727.13	£581.70	£46.02	£1,354.85	£0.00	£-5,184.06
11	3,058 kWh	£775.78	£620.62	£45.87	£1,442.27	£0.00	£-3,741.79
12	3,046 kWh	£827.12	£661.70	£45.68	£1,534.50	£0.00	£-2,207.29
13	3,036 kWh	£882.44	£705.95	£45.53	£1,633.92	£0.00	£-573.37
14	3,025 kWh	£941.13	£752.91	£45.37	£1,739.41	£0.00	£1,166.04
15	3,015 kWh	£1,004.05	£803.24	£45.22	£1,852.51	£1,500.00	£1,518.55
16	3,004 kWh	£1,070.80	£856.64	£45.05	£1,972.49	£0.00	£3,491.04
17	2,994 kWh	£1,142.36	£913.88	£44.90	£2,101.14	£0.00	£5,592.18
18	2,983 kWh	£1,218.28	£974.62	£44.74	£2,237.64	£0.00	£7,829.82
19	2,973 kWh	£1,299.67	£1,039.74	£44.59	£2,384.00	£0.00	£10,213.82
20	2,963 kWh	£1,386.49	£1,109.19	£44.44	£2,540.12	£0.00	£12,753.94
21	2,952 kWh	£1,478.58	£1,182.86	£44.27	£2,705.71	£0.00	£15,459.65
22	2,942 kWh	£1,577.30	£1,261.84	£44.12	£2,883.26	£0.00	£18,342.91
23	2,931 kWh	£1,682.02	£1,345.62	£43.96	£3,071.60	£0.00	£21,414.51
24	2,921 kWh	£1,794.29	£1,435.43	£43.81	£3,273.53	£0.00	£24,688.04
25	2,911 kWh	£1,914.02	£1,531.22	£43.66	£3,488.90	£0.00	£28,176.94
26	2,901 kWh	£2,041.72	£1,633.37	£43.51	£3,718.60	£0.00	£31,895.54
27	2,890 kWh	£2,177.16	£1,741.73	£43.35	£3,962.24	£0.00	£35,857.78
28	2,881 kWh	£2,323.18	£1,858.54	£43.21	£4,224.93	£0.00	£40,082.71
29	2,870 kWh	£2,477.22	£1,981.78	£43.05	£4,502.05	£0.00	£44,584.76
30	2,860 kWh	£2,642.38	£2,113.90	£42.90	£4,799.18	£1,500.00	£47,883.94
TOTAL	90,326 kWh	£36,189.02	£28,951.19	£1,354.73	£66,494.94	-£18,611.00	£47,883.94

Unit Rate Disclaimer.

Unit Rate Statement

I Steve Blighton acknowledge that Spark will use the figure of 25.70p per kWh for my unit rate as, for the reason stated below:

I could not obtain a utility bill from my supplier.

I understand that if my actual unit rate is higher than this amount then my estimated annual savings will be more and if my actual unit rate is less, then my estimated annual savings will also be less. Savings are estimates only and will be naturally affected by any increases or decreases to the cost of energy over the lifetime of the system.

Steve Blighton

Customer Name

Signed date: 5 December 2025

Steve Blighton

Customer Signature



Energy Consumption Disclaimer.

Energy Consumption Statement

I Steve Blighton acknowledge that Spark will use the figure of 3,500 kWh for my annual grid consumption as, for the reason stated below:

I could not obtain a utility bill from my supplier

I understand that the amount of my annual grid consumption can have an effect on the estimated savings that it is possible to make where Solar PV and/or Battery Storage is being installed (the greater the usage, the more opportunity there is to make savings). Therefore, the savings estimate is dependent on this figure being reasonably accurate.

I agree that Spark may use the above annual grid consumption figure to calculate my solar savings for the purposes of validation.

Steve Blighton

Customer Name

Signed date: 5 December 2025

Steve Blighton

Customer Signature



Letter of Authority.

Spark

St Peggs Mill
Thornhills Beck
Lane
Brighouse
West Yorkshire
HD6 4AU

To whom it may concern,

I, **Steve Blighton**

Of address, **68 Wellhouse Green, Huddersfield, West Yorkshire, HD7 4ET**

We would like to confirm that we have appointed Spark Energy UK Ltd t/a Spark to develop a Solar PV install on our land/property and hereby grant permission for them or any consultant that they may authorise to seek and apply for grid connection on our land for the purpose of connecting a Solar PV project to the local electricity distribution network.

MPAN Number: **Provided in Email**

Steve Blighton

Customer Name

Signed date: 5 December 2025

Steve Blighton

Customer Signature

Express Installation Request.

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 came into effect in June 2014 and are relevant to domestic/consumer contracts.

Where contracts are considered to have been agreed away from trade premises or at distance the cancellation period begins when the customer signs the contract and ends 14 days after all the goods relating to the contract are delivered to the customer's home.

There can be occasions however, when both the company and the consumer want the work to start within the cancellation period. Under the regulations the consumer can make an "express request" confirming that they are happy for work to begin within the "cancellation period".

Please Note: If you make an "express request" for the work to start, you can still cancel within the cancellation period as long as the installation is not completely finished. However, if you do cancel after making the express request you will be liable for the cost any work performed or equipment ordered up to the point of cancellation.

By signing this document you are providing your agreement in writing to enable us to commence work within the cancellation period which starts when the customer signs the contract and ends 14 days after all the goods relating to the contract are delivered to the customer's home.

Please Note: If you consent for work to begin within the cancellation period and you later exercise your right to cancel you will be liable for the cost of work performed up to the point of cancellation. You will also lose the right to cancel the contract within the cancellation period when the installation is finished. When this occurs, the company can charge the full contract price.

I/We understand that signing of this document does not affect my/our right to cancel the contract in the cancellation period which starts when I/we sign the contract and ends 14 days after all the goods relating to the contract are delivered to my/our home.

Steve Blighton

Customer Name

Signed date: 5 December 2025

Steve Blighton

Customer Signature



Warranty.

Product	Type	Standard warranty	Downloads
AIKO Neostar 2S 465w AIKO-A465-MAH54Mw	Solar panel	25 years product, 30 years performance	Warranty file
EcoFlow PowerOcean Battery 5kw EF-BD-5.1-S1	Battery	15 years	Warranty file
EcoFlow PowerOcean Inverter 6kw EF-HD-P1-6K-S1	Inverter	15 years	Warranty file

This Warranty document sets out the terms upon which Spark (the Company) offers warranty cover for the Products supplied by it, to its customers, and for the installation services provided by the Company and its Registered Installers. Terms defined in the Company's Terms and Conditions bear the same meaning when used in this warranty.

Your attention is drawn to the Company's Terms and Conditions, which include provisions relevant to the Warranty set out below.

1. We guarantee that the installation will be carried out using a level of reasonable care and skill. The Spark Energy UK lifetime warranty covers a period of 30 years.
2. If you make a valid claim about our service in accordance with our terms and conditions, we may arrange for the relevant products to be reinstalled by any of our registered or approved installers or refund you the charge for the relevant part of the installation service (or a proportionate part of such charge).
3. This Workmanship Guarantee will only apply:
 - 3.1. If the product has been installed by us and has been properly used and maintained throughout the guarantee period,
 - 3.2. If you have informed us of the alleged defect within the guarantee period and within a reasonable period of discovery.
4. You will promptly provide all information and support including access to site and services that are reasonably necessary to enable us to evaluate any alleged defect and to perform its obligations under this guarantee.
5. Where we have installed a system in a property that is sold within the guarantee period the guarantee will pass to the new legal owner of the property. It may not be transferred to or exercised by any third party.
6. This guarantee 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.
7. Products supplied by us come with the benefit of a manufacturer's product guarantee. Where a claim in respect of any of the products is notified to us by you in accordance with our terms and conditions, we will liaise with the manufacturer and use all reasonable endeavours to secure a replacement of the product (or the part in question), or a refund of the price of the product (or a proportionate part of the price). Products outside of their own manufacturer's warranty will not be covered under this workmanship guarantee. This guarantee does not replace or limit your legal rights to bring a claim against us as the retailer of the goods supplied.
8. Any dispute as to whether a defect is covered by this warranty shall be immediately referred at the request of either party to The Home Insulation and Energy Systems Quality Assured Contractors Scheme (HIES) Conciliation Service as detailed in the HIES Consumer Code.

Assumptions & Disclaimer.

1 The MCS standard does not provide calculations for monthly production. This chart has been included to demonstrate the typical variation of solar production across a year. It shows the MCS-approved annual production scaled according to your location's typical monthly solar insolation.

2 The Standard Test Condition rating (STC) assumes a standard set of optimal operating conditions (25°C cell temperature, 1000 W/m² and an air mass of 1.5). The STC rating is most often used by manufacturers to classify the power output of PV modules. To calculate the system's energy production for any future year, the expected degradation in system performance is included (See "PV degradation", in table below).

3 Battery storage devices may not always provide Back-up, Grid Islanding or Uninterruptible Power Supply (UPS) capabilities.

4 System efficiency is estimated to account for losses caused by a variety of factors. These factors include intermittent shading, cable losses, dirt, scheduled downtime, manufacturer tolerances, inverter efficiency for DC to AC (this does not affect off-grid DC only systems), battery round trip efficiency, and other factors.

5 Utility electricity price inflation is adjusted based on the given location.

6 United States Environmental Protection Agency. 2017. Greenhouse Gases Equivalencies Calculator - Calculations and References. [ONLINE] Available at: <https://www.epa.gov/energy/greenhouse-gases/equivalencies-calculator-calculations-and-references#kilowatt>.

Note The system design may change based on a detailed site audit. Estimated savings are based on past electrical usage and utility rates provided by the customer where applicable. Actual system production and savings will vary based on final system design, configuration, utility rates, applicable subsidies and your energy usage post-solar installation. Utility rates, charges and fee structures imposed by your utility are not affected by this proposal and are subject to change in the future at the discretion of your utility. The production calculations in this report are based on historical climate data for the site location and represent typical estimates of future solar production.



Smart Export Guarantee.

The smart export guarantee (SEG) is an obligation set by the government for licensed electricity suppliers to offer a tariff and make payment to small-scale low-carbon generators for electricity exported to the National Grid, providing certain criteria are met.

The SEG is an opportunity for anyone who has installed Solar PV up to a capacity of 5MW.

The SEG Licensee is required to put processes in place to pay for the electricity exported by the eligible installation and to report to Ofgem on installations under the SEG arrangements. SEG Licensees determine the rate they will pay, contract length and other terms.

However, whilst wholesale electricity prices can sometimes fall below zero, SEG Licensees must always offer a tariff that remains above zero. SEG payments must be calculated by SEG Licensees using Export Meter Readings.

We will register your installation on the MCS Installation database and send you the MCS Certificate. You must send your MCS certificate to your chosen licensed electricity supplier to receive SEG payments.

I understand that Spark Energy UK t/a Spark is not responsible for SEG payments, and it is my responsibility to register my system with my chosen SEG provider.

The savings illustrations provided include Smart Export Guarantee (SEG) payments which you receive for any export of energy to the grid, subject to the utility company criteria and requirements. We have included a SEG rate of 15p for illustrative purposes and is widely available in the marketplace at the time of preparing your quotation. We strongly recommend that all customers carry out their own research into SEG payments and tariffs available as these vary from supplier to supplier and you may need to change provider to receive this rate. These rates may also change during the lifespan of your solar system. Not registering for SEG will mean you do not receive the export payments detailed above.

Steve Blighton

Customer Name

Signed date: 5 December 2025



Customer Signature



Ensuring Safety at Home.

As a company we take responsibility and ensure best practices are put into place to safeguard children and any pets within a consumer's home.

We ensure our members of staff will not be alone with children within the home.

During installations, we will ensure to protect the health, safety and well-being of any children and pets living at or visiting the premises, including acting to secure items or equipment that may cause an accident or injury.

We will take every precaution to prevent damage to the consumers' home.

We will use adequate sheeting, protective covering, and barriers to prevent unnecessary damage to a consumers' home. We will look to prevent, as far as is reasonably practicable, the spread of dust or rubble.

We will request householders to remove any precious or valuable items from work areas and will try to plan our work to minimise disruption to consumers.

As a company we will ensure that staff maintain cleanliness and leave the property clean and tidy at the conclusion of any works completed.

The best way to protect children or pets is to keep them out of the area where you are working. If work is being done in occupied premises, clear responsibilities for maintaining any applicable scaffolding or fencing and keeping those not involved in the work away need to be agreed with the building occupier.

Many children see construction sites as adventure playgrounds. Even though they may be entering the site when not suitable, they should still be protected from site dangers; many will be too young to appreciate the risks they are running.

The following steps to reduce the chance of children injuring themselves if they do get onto the site. At the end of the working day:

- Barrier off or cover over excavations, pits etc;
- Isolate and immobilise vehicles and plant; if possible, lock them in a compound;
- Store building materials (such as pipes, manhole rings, cement bags etc) so that they cannot topple or roll over;
- Remove access ladders from excavations and scaffolds; and
- Lock away hazardous substances.

Construction work should be suitably signed and fenced off if applicable. This will protect people (especially children) from site dangers and the site from vandalism and theft.



Terms and Conditions.

Interpretation

1. These are the Terms, which together with the Order comprise the Contract. Within these Terms, the following definitions shall apply to the defined words and expressions, unless the context requires otherwise:

Commencement Date: means the date on which both parties agree the Order in accordance with clause 4 and at which point the Contract is formed.

Contract: means the legally binding contract between You and Us comprising of these Terms and the Order which comes into force on the Commencement Date and on which We shall supply Goods and Services to You.

CRA: means the Consumer Rights Act 2015.

Delivery Date: means the estimated date that We aim to deliver the Goods and commence Your installation or as varied from time to time in accordance with these Terms.

HIES: means the Home Insulation and Energy Systems Quality Assured Contractors Scheme (a division of the Integrity Foundation (reg. no. 07972075))

Emergency Works: means any work required by You to be carried out in an emergency, such as where Your property has been damaged by a storm, is not watertight, or the health and safety of You or Your family is at risk.

Goods: means the items specified in the Order that We have agreed to supply to You.

Installation Plan: means the plan which We will produce to explain what is going to happen, any health and safety issues that You need to be aware of, advise You about any preparations that You may need to make (such as moving furniture or valuables or clearing space), the arrangements for access to Your property by the installation team, any special instructions to protect Your children or pets and what We will be doing with waste and materials that We need to take away.

Marketing Materials: means brochures, drawings, illustrations, literature, samples or other such marketing materials.

Order: means the detailed description of the Goods and Services that You require Us to supply to You and any documents referred to therein.

Order Confirmation: means the action by Us, in writing, of accepting the Order.

Preparatory Work: means any work that We are contracted to do prior to installation of the Goods.

Price: means the total amount that You are contracted to pay to Us for the Goods and Services as shown on the Order.

Services: means the delivery, installation and professional services specified in the Order that We have agreed to provide to You.

We, Us, Our: means **Spark Energy UK LTD**, a **company** registered in **England & Wales** with 14381786 whose *registered address* is St. Pegs Mill, Thornhill Beck Lane, Brighouse, England, HD6 4AH.

You, Your: means the person(s) whose details are set out in the Order.

2. You should read these Terms carefully and check that the information shown in the Order is correct. We intend to rely on these Terms, so if You require any changes to them, please ask for the change to be confirmed in writing and prior to the Contract being formed.

3. Your statutory rights as a consumer are set out in legislation and nothing in this Contract, or any of Our Marketing Materials shall affect any of Your statutory rights.

Commencement

4. To signify acceptance of the Order and the Terms and to form the Contract, the Order shall be signed by both parties.

Terms and Conditions.

Information we are Required to Give you

THIS INFORMATION MAY APPEAR ELSEWHERE ON YOUR ORDER BUT IS REPRODUCED HERE FOR CONVENIENCE.

5. The price of the goods and services including:

- (a) Delivery Charges
- (b) VAT Charges (if Any)
- (c) DNO application Charges
- (d) Charges for Credit
- (e) Bird Barrier
- (f) Installation and Labour
- (g) Kit and Equipment
- (h) Scaffolding
- (i) Certificates
- (j) Survey Charges

6. System calculations and performance estimates

7. Information regarding product warranties

Specification of Goods

8. The Goods are described in the Order.

9. We may have shown You Marketing Materials to provide You with an approximate idea of the Goods, layout or positioning that they describe. Although we have made every effort to display the Goods correctly, they may vary slightly from the colour or composition shown. All specifications are approximate only and are subject to normal margins of tolerance for the materials and installation in question.

10. We have taken measurements for your Goods to enable Us to order the right materials to complete your order. It may be necessary for us to carry out a survey to verify our measurements and to develop an Installation Plan (see Preparatory Work).

Performance Calculations

11. We have estimated the energy performance calculations and provided these with Your quotation. Our standard calculations are based on Standard calculations approved for use by the Microgeneration Certification scheme. Where We have referred to energy inflation or other statistical information, We have used information publicly available from the Office for National Statistics.

12. The performance of energy systems is impossible to predict with certainty due to the variability in fuels and energy sources, climatic variations, local obstructions or environmental conditions and differences from location to location. The estimates provided in this contract are for guidance only and must not be considered as a guarantee of performance.

Preparatory or Emergency Work

13. We will commence work on preparing the Goods for delivery and developing an Installation Plan from the Commencement Date. We may, at Our discretion, wait until Your right to change Your mind elapses (see Rights to Change Your Mind).

14. Our preparatory work may include a survey of Your property, assessment for an Energy Performance Certificate (EPC) or any other preparatory matter. Our fees and charges for preparatory work are clearly shown on the Order. By placing the Order, You give Us permission to go ahead with any Preparatory Work specified in the Order. If You change Your mind and cancel the Contract after commencement of these Preparatory Works, You will be charged a reasonable proportion of the fees shown for them on the Order.

15. If You have requested Emergency Works, this will be clearly shown on the Order and You shall be deemed to have given Us permission to commence with these Emergency Works straight away. In this case We may take temporary action to make Your property safe, secure and watertight, before completing a full repair or replacement as set out in the Order You understand that this means You cannot change Your mind and cancel the Contract in respect of those Emergency Works.

Variations

Terms and Conditions.

16. We may need to make minor changes to the Goods specified on the Order if there is a change in laws, regulatory or technical requirements or improvements. These changes will not adversely affect the use or nature of the Goods.

17. You may ask Us to make changes to the specification of the Goods in advance of delivery. We will then advise You if Your requested change is possible and any consequences of that, including to the Price, the Delivery Date or anything else. Any agreed change will be confirmed by Us in writing.

18. During Our Preparatory Work (perhaps as a result of a survey or as a result of Your EPC assessment), it may be necessary to make more substantial changes to the Order. We will discuss these with You to determine if the change is possible and any consequences of that, including the Price, the Delivery Date or anything else. If significant changes are required, We will place the Contract on hold for up to 14 days to enable You to consider whether or not You wish to proceed. At the end of 14 days, if no agreement on changes is reached, the Contract will be terminated. You will receive a refund of any deposit paid within a further 14 days less, at Our discretion, any fees and charges due for the Preparatory Work completed so far. Any agreed change will be confirmed by Us in writing.

Changing Your Mind

19. You have the right to change your mind and cancel this Contract within 14 days from the date of completion of Your installation without giving any reason. This does not apply to the extent that the Contract includes Emergency Works.

20. To change Your mind and cancel the Contract in accordance with the above clause You should tell Us as quickly as possible and confirm this in writing. We have supplied a tear off slip below which You can use, but You do not need to. You can notify Us by any means (see Contact Us).

21. You should think carefully about the consequences of cancelling the Contract at different stages. However, You may change Your mind and cancel the Contract from the Commencement Date to 14 days after the date of completion of Your installation. This is over and above Your statutory rights.

22. If no Goods have been provided or Services carried out (including any Preparatory Work), You may change your mind and cancel the Contract, in which case You will receive a full refund of any monies paid within a further 14 days.

23. If We have commenced with the provision of the Services (including any Preparatory Work) on the Contract, You may change Your mind and cancel the Contract, however We may charge You reasonable fees, provided:

- (a)** it is a reasonable reflection of the value of the work that has been carried out; and
- (b)** You gave us permission (by agreeing to this Contract) to proceed within the cancellation period.

24. If We have completed (or partially completed an installation) You should think carefully about the consequences of cancelling the Contract at this stage. We will return to Your property to remove the Goods and You must allow Us to do so. You should plan carefully for this. We will carefully remove the Goods and leave Your property safe, secure and watertight. It is likely to be impossible to refit Your old goods back into the property and We are under no obligation to do so. However, We will ensure that any gas or water pipes are safely capped off and Your property boarded up or sealed so that it is temporarily protected from bad weather. We will charge You reasonable fees for the work done so far and the reduced value of the Goods. If the work has been completed, this could mean that you could be charged a significant proportion of the agreed price.

25. We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Delivery and Installation

26. Any additional delivery or installation costs will be shown on the Order (or any agreed variation to it), otherwise Your delivery and installation costs are included in the Price.

27. We aim to complete the delivery and installation on or about the Delivery Date, but We will liaise with You over any reasonable changes to that. For the avoidance of doubt time is not of the essence in respect of the Delivery Date.

28. If a change or delay is caused by something that is within Our reasonable control, We will notify You as soon as reasonably possible and agree with You an alternate Delivery Date. We will take steps to minimise the delay and, if the delay lasts for more than 60 days from the original Delivery Date (unless You have asked for a longer period), We will allow You to cancel the Contract. You will receive a refund of any deposit paid within a further 14 days less, at Our discretion, any fees and charges due for the Preparatory Work completed so far.

Terms and Conditions.

29. If a change or delay is caused by something that is not within Our reasonable control (see Events Outside Our Control), We will notify You as soon as reasonably possible and the change or delay and the reasons for it. We will take steps to minimise the delay, but We may, if necessary, suspend the performance of the Contract until that event is over and the matter back within Our reasonable control.

30. We will prepare for You an Installation Plan. You will be asked to sign a copy of Your Installation Plan and this will be giving Your consent for Us to proceed with the delivery and installation of the Goods.

31. Each installation is different and the specific requirements for Your installation will be set out in Your Installation Plan, but generally:

(a) You permit Us (Our installation team and contractors) safe access to, around and egress from the installation site at all reasonable times and, unless otherwise stated in Your Installation Plan and agreed by You, between the hours of 08:00 and 18:00.

(b) You must ensure that all lofts, garages & airing cupboards are clear and free of obstruction to allow our teams to carry out the agreed works.

(c) You agree to have relocated any television systems at or near to the energy systems installation.

(d) You agree to provide Us (Our installation team and contractors) with access to a toilet, hot and cold running water and reasonable use of Your power supply whilst on site.

32. We will ensure that there is adequate sheeting, protective covering and barriers to prevent unnecessary damage to Your home. This includes for the prevention, as far as is reasonably practicable, of the spread of dust or rubble.

33. Waste will be removed not more than 7 days following completion of the installation.

34. In circumstances where We agree to remove waste from the installation site, You understand that unless We agree otherwise, We shall not be responsible for removing any waste which is not produced as a direct consequence of Our performance of the Services or delivery of the Goods, that is hazardous (including but not limited to asbestos), or which otherwise comes from Your home or garden.

35. It is possible that a problem with Your property will become apparent during the course of the installation. This could include structural defects, underground obstructions, presence of asbestos or hidden cabling. We will draw this to Your attention as soon as possible and agree with You a plan to resolve the problem, if possible, which may involve You bringing in other contractors which will be at Your expense or additional costs to Your planned works.

36. The monitoring application installed does not form part of the contract and it is up to the customer whether to use this, as it is not required. Systems appearing 'offline' in the monitoring application do not give grounds to refuse or hold payment upon complete installation. Please note the monitoring application relies on suitable WiFi/internet connectivity, app maintenance, updated phone firmware/software needs and therefore may not be useable or suitable for everyone.

37. The solar system is autonomous and does not require an application to function and achieve contractual savings.

38. If your system has a 4G Wi-Fi dongle that is supplied with a data plan, it is your responsibility to renew any subscription or data services once this plan has ended. Information about your data services can be provided to you from the manufacturer directly.

Permission and Approvals

39. You are responsible for gaining any necessary approvals including but not limited to any planning permissions, building regulations, local authority permits and approvals, Conservation and heritage consent, Building Control, Any structural consents, landlord approval or deed of covenant. By permitting Us to provide the Goods and carry out the Services You warrant to Us that this has been done.

40. We are responsible for the registration of Your installation with HIES.

41. We are responsible for the registration of Your installation with the Microgeneration Certification scheme (MCS).

42. We are responsible for the registration of Your installation with an Electrical Certification body of our choice

Obtaining Ownership of the Goods

43. You take responsibility for the risk of damage or loss to the Goods from the date that We complete the Services.

Terms and Conditions.

44. You obtain title (ownership) of the Goods when We receive payment of the Price in full without any set-off or counterclaim or a properly executed finance agreement is in place with a finance provider who will pay Us for the Goods and Services on Your behalf. However, in the event that You enter into a finance agreement please be aware that there may be terms governing title (ownership) as between You and the finance provider.

Insurers

45. It is the customers responsibility to notify the customers household buildings or content insurers, should such be required. of any change to the property bought about by the works and in so far as the same is Insurable to ensure appropriate insurance cover is affected. The customer is strongly recommended to check the insurance policy. schedule and terms and conditions to see if such notification is required and if there is any doubt the customer should notify the insurers in writing of the proposed works before such works commence.

Payment Terms

46. The full Price is shown clearly on the Order. We may amend the Price, by agreement with You, following a survey or any other additional matters that arise in the course of delivering the Services.

47. You will pay for the Goods and Services as follows:

(a) You will pay Us a guarantee

(b) of up to 10% of the Price, on receipt of the Order Confirmation

NOTE: HIES will not cover deposits or advance payments in excess of 25% of the contract value or more than £5,000.

(c) Once the Goods have been manufactured or ordered, they will be assigned to You and You will pay Us a further staged payment of 15% of the order confirmation.

(d) On completion of the installation, You will pay the balance of any sums due within 7 days.

48. We accept payment by bank transfer, debit or credit card

49. The non-payment of any payments due by the relevant due date, may incur additional charges. We may levy interest at a rate of up to 8% above the base rate of Bank of England. Any interest due will be calculated and added to Your bill and accrue from the date on which payment was due to the date of payment whether before or after any judgment. We may also add any legal, debt recovery or processing fees to the amount due

Defective Goods or Service

50. We make every effort to supply and fit Goods to Your complete satisfaction. However, if You have a concern or complaint about the Goods or Service, please let Us know as soon as possible (See Contact Us).

51. If You do identify a fault or problem with the Goods, You agree to give Us a chance to put things right. We will investigate the fault, which may include coming back to Your property if necessary. You agree to cooperate with Us to enable Us access to Your property and to resolve Your complaint.

52. We do not accept liability for the following faults with Your installation:

(a) any damage caused by You following the completion of installation,

(b) any damage caused by You, or anyone acting for You, in attempting to repair the fault without Our consent,

(c) any damage caused by fair wear and tear of the Goods.

(d) any lack of suitable internet/Wi-Fi connection for your monitoring application to function.

53. If Your product is made from wood, this is a natural product which is subject to imperfections, knots and blemishes. It can also differ in colour and shade. We cannot accept responsibility for such blemishes.

54. The installation of Your product could make Your property more thermally and energy efficient. However, a by-product of this can be additional condensation either on the surface of the glass (but not between the panes), the surface of the frames and elsewhere in Your home. This is related to the need for adequate ventilation. We will advise You about how to improve the free flow of air around Your property, which will reduce condensation, but We cannot accept responsibility for problems with condensation.

55. The CRA states that if You have a problem with the Services, then You can ask Us to repeat or fix the Services if it's not carried out with reasonable care and skill or get some money back if We can't fix it.

Terms and Conditions.

56. The CRA states that the Goods must be as described, fit for purpose and of satisfactory quality. If the goods do not meet these requirements:

- (a)** within 30 days then You are entitled to a refund,
- (b)** after 30 days but within 6 months then if We are unable to repair or replace the Goods, then You are entitled to a full refund or
- (c)** after 6 months but within 6 years then if the Goods do not last for a reasonable period of time, then You may be entitled to some money back.

57. If You reject the Goods and seek a full refund, We will return to Your property to remove the Goods and You must allow Us to do so. You should plan carefully for this. We will carefully remove the Goods and leave Your property safe, secure and watertight. It is likely to be impossible to refit Your old goods back into the property and We are under no obligation to do so. However, We will ensure that any gas or water pipes are safely capped off and Your property boarded up or sealed so that it is temporarily protected from bad weather.

58. The Goods may have a manufacturers guarantee and, if the fault is a manufacturing fault, We will work with the manufacturer to repair or replace the Goods. For convenience, many manufacturers prefer to deal directly with You if it is a manufacturing fault, but We retain primary responsibility for resolving Your concern or complaint.

Workmanship Guarantee

59. The Spark Energy UK warranty covers a period of 30 years.

60. We guarantee all work will be carried out by installers using care and skill. The guarantee period for the installation services shall be 2 years as underwritten by the insurance backed guarantee from completion of the installation services. Further terms of the Workmanship Guarantee will be provided to you in our Workmanship Guarantee Document.

61. In the remaining 28 years, under the Spark Energy UK lifetime guarantee, Spark Energy UK will continue to honor term 60 providing any claim does not conflict with term 64.

62. If a property changes ownership, You must inform Spark Energy UK so that we can transfer the system to the new property owners. There will be no charge to transfer any workmanship guarantee to the new owners of the property.

63. We will register the completion date of the Contract with HIES within 7 days of completion in order that an Insurance Backed Guarantee is issued to You to underwrite the workmanship guarantee for the first 2 years only.

64. Warranties do not extend to damage, natural wear and tear of roofing materials or faults due to accident, misuse, acts of God, neglect by you, the removal or repositioning of part of the system if it has been carried out by anyone who has not been authorised by us, or any other event outside our control ie force majeure. At the point of completion, we will give you details of all the manufacturers' product warranties applicable to your installation. Products outside of their own manufacturer's warranty will not be covered under this workmanship guarantee.

65. The Mounting System product comes with a separate 25-year product guarantee and is not part of the Workmanship Guarantee.

66. These warranties are in addition to any statutory rights you may have and are transferable to any new owners of the property. You must notify us of any sale for this to be applicable. Advice about your legal rights is available from your local Citizen's Advice Bureau or Trading Standards office. Further terms of the Workmanship Guarantee will be provided to you in our Workmanship Guarantee Document.

Complaints

67. In the event of a complaint please contact Us as soon as possible (**see Contact Us**).

68. A copy of our complaints policy is available upon request.

Dispute Resolution

69. In the event of an unresolvable issue, You can refer Your case to Our nominated alternative dispute resolution provider through HIES, HIES can be contacted at:

HIES,
Address: Solutions House, Chorley Business & Technology Centre, Euxton Lane, PR7 6TE
Telephone: 0330 335 3354
Email: info@hiesscheme.org.uk

Terms and Conditions.

70. The parties agree that, in the event of a dispute, We will exclusively attempt to resolve the dispute through using HIES's alternative dispute resolution services.

71. If we are unable to resolve the dispute through mediation, the complaint can be referred by HIES to The Dispute Resolution Ombudsman, who is entirely independent of HIES.

72. This Contract is subject to the applicable laws of England, Wales, Scotland and Northern Ireland and subject to the agreement of the parties to attempt to resolve a dispute through alternative dispute resolution, the courts of England and Wales shall have exclusive jurisdiction to hear any dispute arising from this Contract.

73. If any court, ombudsman or any other competent authority decides that any aspect of any term of this Contract is invalid or unenforceable, that aspect of that term shall be severed from the Contract and shall have no effect on the remainder of the Contract.

Limitation of Liability

74. Either party shall be liable for any death or personal injury caused by its negligence or any negligence of its subcontractors, any fraud or fraudulent misrepresentation committed by it and for any other loss or damage suffered by the other party which is a direct consequence of the relevant party's breach of its obligations under this Contract and whether in contract, tort (including negligence), breach of statutory duty or otherwise. In the event of loss or damage, the party suffering the loss or damage shall be required to take reasonable steps to mitigate the loss or damage.

Events Outside our Control

75. We will not be liable for the consequences of any events that are outside of Our reasonable control [and which includes, but is not limited to:

- (a) Civil commotion, civil war, riot, invasion, armed conflict, terrorist attack or threat of terrorist attack, war or threat or preparation for war,
- (b) Acts of God, collapse of buildings, fire, explosion, inclement weather, storm, flood, subsidence, drought, epidemic or natural disaster,
- (c) Theft and vandalism
- (d) Impossibility of use of railways, shipping, aircraft, motor transport or other means of public or private transport,
- (e) Impossibility of use of public or private utility networks or telecommunications,
- (f) The acts, decrees, legislation, regulations or restrictions of any government, whether national or local or
- (g) Strikes or labour unrest (other than in relation to Our own employees).

76. The obligations of the parties under this Contract are suspended for the period for which such a Specified Event continues and extended for the duration of that period.

Transfer of Rights and Third Parties

77. In the event of Spark Energy UK Ltd ceasing to trade and not be in a position to honour Our obligations under this Contract, we may transfer Our rights and obligations under this Contract to a suitably qualified third party of Our choosing. We will tell You in writing if this happens and We will ensure that the transfer will not affect Your rights under this Contract.

78. You may not transfer Your rights and obligations under this Contract to any other person without Our consent. Except that, if We are in default of any award made by Our nominated alternative dispute resolution provider You may transfer Your rights to HIES for the purpose of recovering that award from Us.

79. This Contract is between You and Us. To the extent permitted by law, no third party has any rights to enforce any of the terms of this Contract.

Using Your Personal Information

80. We will use the personal information You provide to Us in accordance with the Data Protection Act 2018, General Data Protection Regulations and more specifically to:

- a) Supply the Goods and Services to You,
- b) Process any payments that You make for the Goods and Services, including if necessary, conducting credit reference check,
- c) Register Your installation with any relevant bodies, including Your deposit protection and insurance backed guarantee and any competent person scheme,
- d) Address any concerns or complaints that You have about the Goods and Services, including liaison with HIES or The Dispute Resolution Ombudsman where the law requires Us to share.

Terms and Conditions.

81. On the Order, We have asked You to indicate whether or not You will allow Us to send You information about Our future Products and Services. We will use Your information in accordance with Your wishes and You may notify Us of any changes to those wishes (See Contact Us).

Miscellaneous

82. Spark is a trading name of Spark Energy Ltd, our FCA registration number is 1002528. Spark Energy Ltd is an Appointed Representative of Shermin Finance Limited who are authorised and regulated by the Financial Conduct Authority, FCA registration 727594. Shermin Finance Limited is the broker not the lender and offers credit products from a panel of lenders. The permissions of Shermin Finance Ltd as a principal firm allow Spark Energy Ltd to undertake credit broking. Credit provided subject to age and status. Minimum spend applies. Not all products offered are regulated by the Financial Conduct Authority.

Contact Us

If you need to write to us, you may do so at:

Spark, St. Pegs Mill, Thornhill Beck Lane, Brighouse, England, HD6 4AH

help@sparkhome.co.uk cancellations@sparkhome.co.uk complaints@sparkhome.co.uk

If you need to call us, you may do so by calling:

0113 868 8335

Price Match Guarantee.

Our commitment is to provide you with the highest quality solar installation services and products at the most competitive price. If you find a qualifying lower price from a competitor, we will match it.

1. Eligibility Requirements

To qualify for our Price Match Guarantee, the competitor's quote must meet all the following criteria:

- **Identical Scope of Work:** The competitor's quote must detail an identical scope of work to the services and installation proposed by us.
- **Identical Products:** All major components must be exactly the same, including:
 - Solar panel make, model number, and wattage.
 - Inverter make, model number, and type.
 - Mounting hardware specifications.
 - Warranty terms offered on equipment and labour.
- **Reputable Competitor:** The competitor must be a licensed, insured, and locally operating solar installation company with a physical presence in the same service area as our business.
- **Valid Quote:** The price must be presented in a formal, written quote dated within the last 30 days. Verbal quotes are not accepted.

2. Exclusions

Our Price Match Guarantee does not apply to:

- Prices from non-licensed contractors, liquidation sales, clearance items, or limited-time offers.
- "Cash back" offers, financing offers, or bundled promotions (e.g., "free battery with installation").
- Quotes that include government subsidies, rebates, or tax credits that are not universally available to all customers.
- Errors or misprints in the competitor's advertisement or quote.

3. How to Claim

To submit a price match request, you must:

1. Provide us with the complete, original written quote from the competitor.
2. Highlight the details verifying that all products and services match our proposal exactly.
3. Send this information as a reply to your quotation or sales contract to salesparkhome.co.uk

Our team reserves the right to verify the competitor's price and product specifications before approving the price match. We may contact the competitor to confirm the validity of their quote.

4. Our Decision

We reserve the right to modify or terminate this Price Match Guarantee at any time without prior notice. The decision to approve or deny a price match claim rests solely with our management team.

Acknowledgements.

- I have read and understand the Terms and Conditions of this contract.
- I have read and understand Spark's "Notice of Right to Cancel" procedure.
- I have read and understand Spark's "Smart Export Guarantee (SEG)" statement.
- I have read and understand Spark's "Ensuring Safety at Home During Installation Work" statement.
- I have read and understand the estimated bill disclaimer.

Steve Blighton

Customer Name

Signed date: 5 December 2025

Steve Blighton

Customer Signature



Notice of Right to Cancel the Contract.

Customer Cancellation Rights

You have the right to cancel, if you wish, within fourteen days of you signing the Contract.

Cancellation should be communicated in writing or by e-mail to:

Via Letter:

FAO: Elliott Burnett, Spark, Thornhills Beck Lane, Brighouse, West Yorkshire, HD6 4AU

by email: cancellations@sparkhome.co.uk

Cancellations by email:

If you wish to cancel by email please confirm in the email your name, full address, and your contract reference number. Your cancellation is deemed to have been from the day the email is sent to us.

Cancellations by post:

The Cancellation Notice form on Page 2 overleaf may be used to exercise this right and can be delivered in person, by post – in which case you should obtain a Certificate of Posting or Recorded Delivery slip. You are advised to take a copy of the cancellation notice before returning it to us. Your cancellation is deemed to have been served as soon as it is delivered in person, posted from the day the email is sent to us.

Cancellations within fourteen days having signed an express installation consent form.

If you have agreed in writing, signing an express installation consent for, that you were happy for work to commence before the fourteen-day cancellation period expires, and you subsequently cancel in accordance with your rights, you are advised that reasonable payment may be due for any work carried out. You must confirm, in writing only, that you wish to exercise your right to cancel before your fourteen-day cancellation period expires. You must use the form on Page 3 of this document to do this.



Notice of Right to Cancel the Contract.

Cancellation Notice

(COMPLETE, DETACH AND RETURN THIS PORTION OF THE ONLY IF YOU WISH TO CANCEL THE CONTRACT)

Work Commencing Prior to the Expiry of the Cancellation Period

If you wished us to start work before the Cancellation Period expires by signing an express installation consent form, you should sign below to confirm this agreement.

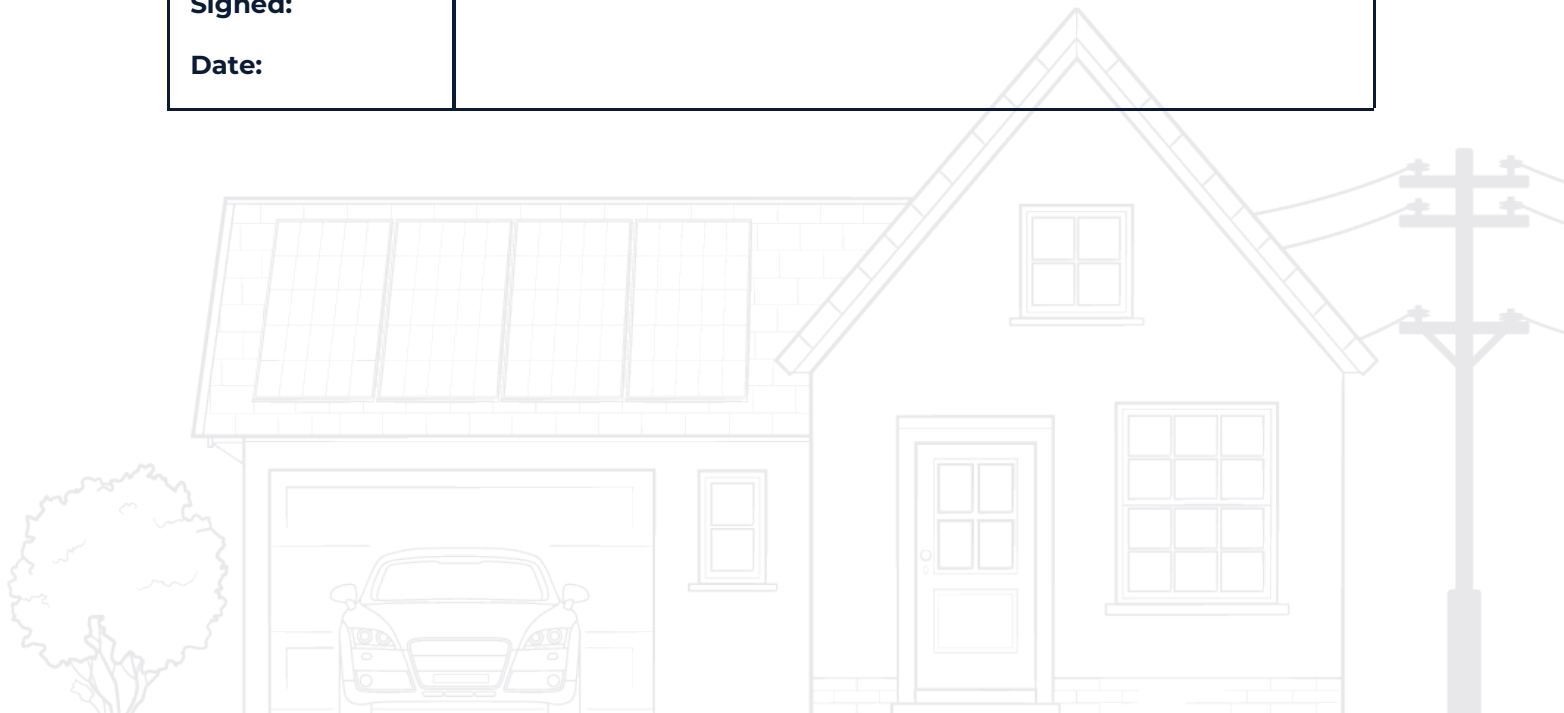
You need to be aware that if you decide to cancel within fourteen days, reasonable payment may be due for any work or equipment already carried out or ordered prior to cancellation.

I understand that if I decide to cancel within fourteen days, I may be asked to pay reasonable costs for any work that been carried out prior to my cancellation.

Understanding the above,

I hereby give notice that I wish to cancel my contract.

Name:	
Address:	
Signed: Date:	



HIES Consumer Code



**“I am proud to
support HIES
in their mission
to protect
consumers.”**

George Clarke
Brand Ambassador

**Join over 400,000
consumers who
have used a
HIES member.**

Consumer protection, made simple.



When you enter into a contract with a member of HIES to install renewable products at your home, you should receive the following.



Vetted and accredited installers

All members have successfully passed our accreditation process for the product (or products) they want to be accredited for.



Consumer advice line

We are on hand to answer any questions you may have once you have entered into a contract with a scheme member.



Deposit and stage-payment protection insurance

Once your installation is registered with us, this covers up to 25% of the contract value (maximum limit of £5,000) for **120 days** (from the date you sign the contract). No protection is in place until we have written to you and confirmed the cover. We do not hold any deposits or money you may have paid.



Insurance-backed guarantee (IBG)

An IBG provides protection if your installer ceases (stops) trading and cannot honour the terms of their written guarantee. IBGs range from two to 10 years and the length of the IBG you receive may be different from the length of the written guarantee provided by the member. **You will receive an IBG once the member has added in a date on our system to show when they completed your installation.**



Alternative dispute resolution

Our mediators are always on hand to help resolve any disputes you may have with one of our members.



Access to an ombudsman

As a consumer, you will have free access to an ombudsman service or an equivalent form of alternative dispute resolution if we can't settle your complaint.

Please read the consumer advice section to understand the protection you may receive and the obligations you have.

Consumer advice

Important information about your protection



To receive protection from our scheme:

- your installer must be a member of the scheme when you enter into a contract with them to carry out the work;
- you must enter into a contract direct with the member and pay the member direct;
- the installation must be on a domestic property; and
- the installation must be in England, Scotland, Wales or the Isle of Wight.

If you don't meet the above conditions, we may not be able to protect you. Please read on to understand the protection you will receive and the obligations you have.



Vetted and accredited

Scheme members have passed our accreditation process for the product (or products) they want to be accredited for. They are also assessed to make sure they are keeping to our rules. Our assessments can include, but are not limited to, checking members' finances, competency certificates and business insurance. We may also share information with consumer bodies (where appropriate).



Consumer advice line

Once you have entered into a contract with a scheme member, you can benefit from access to our consumer advice line. We are on hand to answer any questions you may have about the member during the installation.



Free access to alternative dispute resolution

When you have entered into a contract with a scheme member, you can benefit from free access to our mediation services to help resolve a dispute you may have with them.

During the mediation process, the mediator may arrange for an independent inspection to be carried out on the installation (if they consider this appropriate). This service is also free to you. We will not be able to investigate your complaint if you are taking, or have already taken, a form of legal action.



Free access to an independent ombudsman

In the unlikely event that we cannot resolve a dispute, as a consumer you will also have free access to an ombudsman service or an equivalent form of alternative dispute resolution. The decision is binding on the member but not on you. The ombudsman or alternative dispute resolution scheme will not be able to investigate your complaint if you are taking, or have already taken, a form of legal action. This service is only available to consumers and not commercial organisations.



Free deposit and stage-payment protection insurance

The deposit and stage-payment protection insurance covers up to 25% of the contract value (maximum limit of £5,000) for **120 days** from the date you sign the contract (terms and conditions apply). We provide this protection to cover you in the unlikely event that the member cannot complete your installation because they have stopped trading.

To benefit from this protection (which we pay for):

- the member must have registered your installation on our online portal;
- you must have entered into a contract with the member, named as supplier on the certificate;
- you must be able to provide proof of your contract with the member, named as supplier on the certificate;
- you must be able to provide proof of the payments you have made to the member, named as supplier on the certificate; and
- the member must have ceased (stopped) trading, and if they are a limited company, Companies House must have confirmed this.

No protection will be in place until we have written to you to confirm we have arranged this, after the member has registered your installation on our system, and in line with the conditions above. If you have not received our letter confirming we have arranged your protection within five working days of you signing the contract, please contact our member or us as soon as possible as your payments will not be covered.

Please note, the insurance we buy and the protection scheme we operate do not cover any payments (deposits and stage payments) of more than 25% of the contract value (or the maximum limit of £5,000) that you make to the member before the installation is finished and the contract is completed.



Free insurance-backed guarantee (IBG)

An IBG provides protection if the member ceases (stops) trading and cannot honour the terms of their written guarantee (terms and conditions apply). IBGs range from two to 10 years and the length of the IBG you receive may be different from the length of the written guarantee provided by the member.

To benefit from an IBG (which we pay for):

- your installation must be fully completed to your satisfaction, there must be no faults and you must have paid all amounts due direct to the member, named as supplier on the certificate;
- you must have a contract with the member, named as supplier on the certificate;
- you must be able to provide proof of your contract with the member, named as supplier on the certificate;
- you must be able to provide a copy of the written guarantee you received from the member, named as supplier on the certificate; and
- the member must have ceased (stopped) trading, and if they are a limited company, Companies House must have confirmed this.

No cover will be in place until you have received your IBG certificate. If you have not received your IBG certificate, please contact the member to ask for it.

Important information

This leaflet sets out the full services available to you under the scheme. In order to receive the protection we offer, you must enter into a contract for goods or services with one of our members during their membership with us and keep to the conditions set out on this page. Our member is responsible for providing the goods or services to you under their contract with you. You are responsible for choosing which of our members to enter into a contract with. We will not enter into negotiations or discussions with members on your behalf (including providing advice on which of our members offers the most suitable or best value work for you). We are not responsible for the actions of our members.

Phone: 0344 324 5242 Email: info@hiesscheme.org.uk Website: www.hiesscheme.org.uk

The Home Insulation and Energy Systems Quality Assured Contractors Scheme (HIES) is a division of The Integrity Foundation, a company limited by guarantee. Registered address: Centurion House, Leyland Business Park, Centurion Way, Farington, Leyland, England, PR25 3GR. Registered in England and Wales under company number 07972075.

Certificate of Signing.

Email address verification: Verified by SendGrid

IP address at signing: 20.0.55.97

User agent at signing: Mozilla/5.0 (X11; Linux x86_64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/122.0.0.0 Safari/537.36

Document signed at: 5 December 2025 at 13:49:19

Name text used:

Steve Blighton

Signature text used:

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