



## Terms & Conditions

Consumer contract · RECC / MCS standard · Version 02

Date: August 2026

### **Solar Tech Solutions Ltd**

Registered Office: 11 St Michaels Road, Bournemouth, BH2 5DP · Trading Address: 2 Shelly Manor Apartments, Shelly Park, Bournemouth, BH5 1FG

Company No: 14620760 | VAT No: 433429405 · Email: [info@solartechsolutions.co.uk](mailto:info@solartechsolutions.co.uk) | Tel: 0800 494 7274 · [www.solartechsolutions.co.uk](http://www.solartechsolutions.co.uk)

## 1. Definitions

- 1.1.** "Customer" – The person, business, or organisation purchasing goods and services.
- 1.2.** "Company" – Solar Tech Solutions Ltd.
- 1.3.** "Contract" – The agreement for the supply and installation of goods/services.
- 1.4.** "MCS" – Microgeneration Certification Scheme.
- 1.5.** "RECC" – Renewable Energy Consumer Code.
- 1.6.** "TrustMark" – The UK Government Endorsed Quality Scheme.
- 1.7.** "DNO" – Distribution Network Operator, responsible for approving grid connections.

## 2. General

- 2.1.** These Terms apply to all contracts between the Company and the Customer.
- 2.2.** Acceptance of a quotation confirms agreement to these Terms.
- 2.3.** No amendment shall apply unless agreed in writing.

## 3. Survey, Design & Performance Estimate

- 3.1.** A site assessment will be undertaken prior to formal quotation.
- 3.2.** The system will be designed in line with MCS standards and tailored to site conditions.
- 3.3.** The Customer will receive an MCS-compliant performance estimate prior to signing a contract.

## 4. Sales Practices

- 4.1.** We do not use high-pressure selling techniques under any circumstances.
- 4.2.** All sales staff are trained to comply with RECC and TrustMark consumer codes.

**4.3.** If finance is offered or a third-party finance introducer is involved, this will be disclosed in writing.

## **5. Quotation & Payment Terms**

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**5.1.** Quotes are valid for 30 days.

**5.2.** A deposit of no more than 25% of the total price may be taken.

**5.3.** Payment is staged as follows: (a) deposit on acceptance of the quotation; (b) a second payment on delivery of materials to the Customer's property; and (c) the final balance on completion of the installation and customer satisfaction. The stages and amounts will be set out in the quotation.

**5.4.** Handover documentation is provided following receipt of the final payment.

## **6. Cancellation Rights**

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**6.1.** Customers have the right to cancel within 14 days of signing the contract.

**6.2.** Cancellations must be made in writing or email to the contact details provided.

**6.3.** The Company will not commence work, including the DNO grid application, until the 14-day cancellation period has expired.

**6.4.** A model cancellation form will be provided in the contract documents.

## **7. Grid Connection (DNO)**

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**7.1.** Most installations that include battery storage require prior approval from the DNO (a "G99" application) before installation can proceed.

**7.2.** DNO approval timescales are set by the network operator and are outside the Company's control. Current expected timescales will be set out in the quotation.

## **8. Installation**

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**8.1.** Installation will be performed by fully qualified and MCS-certified engineers.

**8.2.** All work will comply with current Building Regulations, Electrical Regulations, and MCS standards.

**8.3.** The Customer must provide suitable access and ensure permissions are in place (e.g. planning, landlord).

## **9. Warranties & Insurance Backed Guarantee**

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**9.1.** The Company provides a workmanship warranty of at least 2 years in accordance with MCS and RECC requirements.

**9.2.** Product warranties are provided by the manufacturer and passed on in full to the Customer.

**9.3.** All qualifying installations are covered by an Insurance Backed Guarantee (IBG) through the Independent Warranty Association (IWA). This protects the Customer in the event that the Company ceases to trade during the warranty period.

**9.4.** Full details of the IBG, including policy terms and activation procedures, will be included in your Handover Pack.

## **10. Handover Pack**

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**10.1.** Upon completion, the Customer will receive a Handover Pack containing:

- MCS Certificate
- Performance Estimate
- Warranty documents
- Operation & Maintenance Manual
- As-built design and electrical schematics
- Commissioning and test results
- Building Control and DNO notification confirmation (where applicable)

## **11. Complaints & Dispute Resolution**

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**11.1.** We take complaints seriously. Please contact us in writing to raise a concern.

**11.2.** We will investigate and aim to resolve all complaints within 10 working days.

**11.3.** If unresolved, the matter may be escalated to RECC's Alternative Dispute Resolution (ADR) service or TrustMark's dispute resolution scheme.

## **12. Data Protection**

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**12.1.** Customer information will be handled securely and in accordance with the UK GDPR and Data Protection Act 2018.

**12.2.** Information may be shared with MCS, RECC, or TrustMark for certification, compliance, or warranty purposes.

## **13. Governing Law**

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**13.1.** These Terms shall be governed by the laws of England and Wales.

**13.2.** Any disputes shall be subject to the exclusive jurisdiction of the English courts.

## **Acknowledgement and Agreement**

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By signing below, the Customer confirms they have read, understood, and agreed to the Terms and Conditions outlined above.

Customer Name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date:  
\_\_\_\_\_

For and on behalf of Solar Tech Solutions Ltd — Representative: Stuart Ingram (Director)

Signature: \_\_\_\_\_ Date:  
\_\_\_\_\_

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