



Terms and Conditions

We rely upon the written terms set out here. If you have any questions or need any explanations then please contact us using the contact details provided. If you wish to challenge any terms please gain our agreement in writing before proceeding. In this contract writing includes any correspondences between Storm and the signatory that is conducted by email (matthieu@stormds.com). This Contract relates to the panels installed to the property per the contract signed, it is freely transferable and will pass to subsequent owners of the insured works. Please inform Storm of any transfer in ownership.

Our Obligation to You

Our primary obligation to you is to ensure we carry out all work with reasonable skill and care in accordance to the timetable agreed with you. We will carry out all work and communications with you in a reasonable manner. We will provide you with a guarantee that covers both the installation and the goods installed (see below).

Scope of Works

The costs cover design, supply, installation and commissioning of the system. It is proposed that the installation works would be carried out by our **IN-HOUSE Storm** Employees. Storm operates a fixed price policy once a final quote has been made and accepted. Domestic installations will take between 1 -5 days depending on size of the project and complexity. All our work will be of satisfactory quality and fit for purpose.

Approved Products

Storm has carefully selected our product to suit our client's needs. We ensure that all of our products are MCS approved and all our inverters are G83 compliant.

Planning

Storm can assist our clients' with planning approval where required for an additional charge. Please note that in conservation areas, on listed buildings, Area's of outstanding natural beauty, National parks or if the Solar PV system is outside the design parameters of the local council, prior planning approval may be required. Ultimate responsibility for planning lies with the client.

Acceptance of Proposal

The quotation provided is valid for 30 days. If you wish to proceed please either sign the contract attached or reply in writing (letter or email) stating which system you would like to proceed with. If you wish to accept after this period please contact us and we will confirm if we are still able to honour the quote. No contract is in place until we have received the deposit and send you an order confirmation letter.

Cooling off period

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

Payment Terms

If an application is successful, a payment schedule for the agreed contract sum will then be agreed. Normally this would consist of two stages as follows:

1- 25% On order 2-35% 7days prior to Install 3- 40% Installation and Commissioning

Please allow 4-6 weeks from placing your order with us before we can deliver equipment to site. Please note that we need a confirmed order from you before we do any detailed design or order, or allocate any stock for your project.

Deposit Protection

Upon payment of deposit your funds will be held in a client account until it is used to purchase stock. This separates your money from that of trade creditors and other 3rd parties. In the unlikely event that Storm cease trading your money will be refunded from this account or passed to another supplier who will complete the work. Only once we use your funds to purchase stock will we be entitled to use your funds for our own benefit. Where your funds have been used to make specific purchases on your behalf, then legal title to those goods, or proportion of them you have paid for, will transfer to you. In the event that Storm ceases trading the title of this stock will pass directly to you if the deposit cannot be repaid.



Unexpected Work

Where unexpected work arises, we will tell you the options and ask you how you wish to proceed.

Cancellation

To cancel your contract please let us know as soon as possible either by email, letter or attached cancellation form. Once the cooling off period has elapsed your deposit will be used towards purchasing stock for the installation. You may cancel your contract at any time and we will return all monies that have not been directly used in conjunction with your project. Should you wish to cancel the contract after this time our fee is limited to that reasonably incurred as a consequence of the breach including, but not limited to, site survey, procurement, delivery and any labour. If we are in serious breach of this contract you will be entitled to a full refund or any monies paid.

Consequences of Delay

If the agreed installation cannot occur on a specified date for reasons within Storm's Control, and you decided to cancel your contract, you will be entitled to full refund. If we fail to provide your MCS certificate within 14 days of installation then we will pay compensation equivalent to lost FIT revenue for the period until we provide the certificate.

Your Obligation to Us

Your primary obligation is to make the payments due to us in the timescales agreed. If you fail to make a payment at the agreed time we will stop work and charge additional costs. If you cause the work to be delayed, we may charge reasonable costs. It is also your responsibility to ensure necessary permission and approval are gained prior to work (planning permission and building control where required). We will provide advice and assistance on all matters and can undertake applications on your behalf in exchange for a small admin fee.

You are also obliged to offer a practical and comfortable working environment. This includes but not limited to provision of water, washing facilities and toilets; use of electricity supply; adequate storage space and ease of access to working areas. If you agree to carry out preparatory work beforehand, these conditions will be agreed in writing. The work must be carried out by a competent person and completed by the agreed date. If these conditions are not met, meaning we cannot carry out the work on the dates prescribed, then we reserve the right to charge extra labour at the hourly rate of £40 (excluding VAT) per person, with a maximum day rate of £250 per person.

After Installation

We will provide you with a Hand over Pack that contains all relevant product warranties, test certificates, MCS certificate and other relevant paperwork within 7 days of installation. All goods remain the property of Storm until full payment is made and no guarantee is valid until full invoice payment.

Storm Electrical Solutions Limited- Guarantee

We will guarantee our workmanship on the mounting system and wiring of the photovoltaic system for Ten years. The photovoltaic modules and inverters are not covered by this guarantee; instead they are covered by their manufacturer's warranty. The guarantee is valid for Ten years from installation, and will be undertaken in accordance with the Supply of Goods and Service Act (1982).

Exclusions to Guarantee

This guarantee is void in: The event of damage occurring as a result of any work unauthorised by Storm Electrical taking place on the installation. The case of force majeure events (e.g. terrorism, vandalism, 'Acts of god' etc). And any damage caused by fair wear and tear, sunlight, storm or deterioration due to neglect in maintenance. In the event of any leaks or defects attributed to the installation of the solar panels, the customer must advise Storm in writing within ten days of the discovery. In the event of a claim being invalid the customer agrees to pay the installer a call out charge for a survey and provision of a report in the sum of £250.00 or an agreed standard hourly charge as determined by Storm.

Data Protection

Any personal information given will be treated in accordance to our Data Protection Policy.

Disclaimer* 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 based upon the government's standard assessment procedure for energy rating of buildings (SAP) and is given as guidance only. It should not be considered as a guarantee of performance."