

Contract for installation services between

FUTURE RENEWABLES ENERGY SERVICES LIMITED and The Customer.

This Contract comes into force on Acceptance of the Quotation.

1. ACCEPTANCE OF PROPOSAL

1.1 The Quotation is valid for a period of 14 days from the date indicated. If you wish to proceed then you must Accept the Quotation on the electronic version of the Quotation provided to your email address. No Contract is in place until we send an acknowledgement of the order to you.

1.2 Please read these terms carefully before Accepting the Quotation. If you need any explanations about them, please contact us using the address or telephone number provided.

1.3 This agreement 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.

Your Right to Cancel (See Section 9 below for more on your cancellation rights)

1.4 You have the right to cancel this Contract during the 'cancellation period' without giving any reason.

The cancellation period lasts 14 days after Acceptance of the Quotation.

1.5 To cancel this Contract you must inform us of your decision by a clear statement by contacting us: Future Renewables Energy Services Limited, Unit 4 Ballinamallard Enterprise Centre, Enniskillen Rd, Ballinamallard, Co. Fermanagh BT94 2BD; telephone 028 663 8957 or support@fresl.net. You can also use the attached cancellation form, but this is not obligatory. Any advanced payments you have made will be returned to you. If you want to cancel this Contract after the Cancellation Period for any reason then you may have to pay costs and we may retain all or part of your deposit and further advanced payments, if made, as a contribution. See paragraph 9.1.1 for more on this.

2. Our MAIN OBLIGATION to you is to do the work with all reasonable care and skill according to the standards set out in the Quote.

2.1 We agree to carry out the work with all reasonable care and skill in the planning, installation and commissioning of the system described in the Quotation. The goods we supply will:

- be of satisfactory quality;
- be fit for purpose;
- operate as we described to you; and
- match the model you have seen or examined.

Consequence of delay

2.2.1 In the case of an unreasonable delay to the installation for reasons that are within our control then you can cancel the Contract as detailed in section 9.2 and 9.3 of this Contract.

2.2.2 We will make every effort to complete the work by the time agreed with you, however sometimes delays may occur for reasons beyond our control, for example, severe weather. We cannot be held responsible for those delays. If such delays occur we will tell you as soon as possible and we will adjust the timetable by written agreement.

2.2.3 In the case of severe delays to the delivery of goods then you may be offered different products of equivalent specification, value and quality. You can either accept that offer, wait for the products you ordered or choose to cancel the Contract as detailed in section 9.2 and 9.3 of this Contract.

Consequences of delay caused by you

2.2.4 We will seek to accommodate small delays without recourse to compensation.

2.2.5 If any delay caused by you means that we incur extra costs then we will adjust the price accordingly.

3. OUR OTHER OBLIGATIONS

3.1 We will carry out the work and all communication with you according to the Consumer Code.

3.2 Once the installed system is commissioned, we will give to you any guarantees and other relevant paperwork related to your goods and installation. We will aim to give you this when the system is commissioned but certainly no later than fourteen days after commissioning.

3.3 The guarantees we give you will cover the goods and installation and will comply with the Consumer Code. We will explain to you the terms of the guarantees both in writing and verbally.

3.4 We will ensure that the guarantees will be honoured should we fall into receivership, administration or bankruptcy during the term of the installer's guarantee. Please see Section 8 of this Contract for details.

4. Your MAIN OBLIGATION to us is to make the payments due to us

The Deposit

4.1 You will pay us the deposit specified in the Quotation when you sign this agreement. The deposit will be no more than 25% of the total Contract price set out in the Quotation. Should you decide to cancel the Contract within the 'Cancellation Period' (see section 1.3 of this Contract) we will return that deposit to you in full.

4.1.1 If you pay the deposit before we have inspected your house, and if we find during that inspection that the installation cannot proceed, then we will refund that deposit to you in full within two weeks.

Advance payments

4.2 The Quotation we have given to you must explain when the invoice will be sent and the amount due for each payment.

4.3 We may require you to pay a further advance payment no more than three weeks before the agreed delivery or installation date but only if this is explained to you in your quotation. This further advance payment will only be used for work under this Contract, for example for purchasing goods.

Final Payment

4.5 We will issue you with an invoice for the balance outstanding on the Contract price. This will become due on completion of the installation.

4.5.1 In the event of any alleged minor defect with the goods or installation, then you shall not be entitled to withhold more than a proportionate amount of the sum due. If you do withhold any amount after the due date because of any alleged minor defect, then you must give us as much notice as possible and state the reasons you are withholding the payment.

Consequences of late payment

4.6 If you fail to pay the amount specified in an invoice by the due date then we may charge interest until the full amount is paid. The interest rate we charge will be 3% above the base rate set by the Bank of England.

Late payment of advance or 'interim' payments

4.6.1 If we do not receive payment by the seventh day after payment is due, then we may give you written notice that we intend to stop work on the installation. Once we have sent you this written notice, we may suspend all work until payment is made.

4.6.2 If you are in breach of this Contract because you have failed to make an agreed payment, and we have suspended work on the installation, then we may be entitled to recover any additional costs we incur. We will provide you with written notice containing full particulars of any claim for compensation within 21 days of any suspension of work.

4.6.3 We may require you to return and deliver up the goods to us. Failing this we will take legal proceedings to recover the goods or their outstanding value.

5. YOUR OTHER OBLIGATIONS TO US

5.1 We will advise you on the approvals and permissions that you may need but you must obtain all relevant permissions (such as planning and building consents) that are necessary before we start work on the installation. If we ask to see those permissions (and related drawings and/or specifications) you must make those available.

Supply of services

5.2 You must provide the following for our use free of any charge:

- water, washing facilities and toilets;
- electricity supply;
- adequate storage or safe storage space;
- safe and easy access to your property from the public highway;
- easy access to the location within the property where the installation is to take place by removing all belongings.

5.3 You, or a Contractor you employ, may need to carry out preparatory work before the installation described in the Quotation can start. If so, we will describe this to you. This work must be finished before the agreed date on which installation work is due to start. This work must be undertaken by competent persons and must be of the necessary quality for the installation. If this preparatory work is not finished before the agreed date on which the installation is due to start, then the conditions described in clause 2.2.7 of this Contract will apply.

Additional charges

5.4 Should you be in breach of conditions set out in 4.1, 4.2 and 4.3 of this Contract you may incur additional costs due to delay and/or provision of additional services. You may be required to pay reasonable compensation to cover those extra costs. If this happens then section 7 (below) of this Contract will apply.

6 CHANGE OF WORK

6.1 If, after signing the Contract, you want to change the work, you must consult with us first. We may be able to incorporate your changes into the installation provided that:

- it is technically possible;
- we have the necessary resources;
- the necessary permissions are in place.

6.2 If we agree to this change of work you must

- confirm your request in writing; and,
- do so within 14 days of when you first tell us.

6.3 We will then adjust the price:

- by written agreement beforehand, if possible; or if not then
- by later written agreement; or if not then
- by referring to any priced documents, if this applies; or if not then
- by a reasonable amount for the work done or goods supplied.

6.4 Every change that means extra or revised work (as opposed to changes that leave something out) may mean extra costs. We will try to keep those costs to a minimum.

6.5 If, in the final design we present to you, the installation differs significantly from what we have described to you, we will draw this to your attention in writing and you will be able to cancel the Contract as detailed in clause 9.4.

7 UNEXPECTED WORK

7.1 Where unexpected work arises, we will tell you and ask how you want us to proceed. If you want us to continue then section 6.3 of this Contract will apply.

8. DELIVERY, TITLE AND RISK and WORKMANSHIP WARRANTY

8.1 We will deliver the goods to the location detailed in the Quotation.

The Client Account

8.4 We may place your deposit and advance payment made before the goods have been delivered to your property in a special 'client' or other third party account or use the protected payment scheme which the Code administrator has arranged. This money can only be used for work carried out under this Contract.

8.4.1 If we should fall into receivership, administration or bankruptcy then the money in that dedicated bank account (or held within the protected payment scheme) will be returned to you or passed to another supplier who will complete the work.

8.5 Goods belonging to us may be delivered to the site. If the Contract is terminated early for reasons detailed in section 9.3 of this Contract then, with reasonable notice, you must return the goods to us. If this happens then we will reimburse you if any of your money was used to purchase a proportion of the goods. If you do not return the goods to us, we retain the right to take legal proceedings to recover the goods or their value.

8.5.1 If the Contract is terminated early for reasons detailed under section 9.4 of this Contract then, with reasonable notice, you must return and deliver the goods to us. If this happens you may have to pay compensation for reasonable costs or losses reasonably incurred. This may be deducted from any deposit or further advance payment you have already made.

8.6 Until ownership of the goods passes to you, you must:

- store the goods separately in such a way that they remain readily identifiable as our property;
- not destroy, deface or obscure any identifying mark or packaging on or relating to the goods; and,
- maintain the goods in a satisfactory condition.

9 CONTRACT CANCELLATION

Your rights

9.1 Your rights to a cancellation period are detailed in sections 1.4 and 1.5 of this Contract.

9.1.1 If you cancel this Contract after the period referred to in sections 1.4 of this Contract then you may have to pay compensation for costs or losses reasonably incurred. We will try to keep those costs to a minimum. We have a right to retain all or part of your deposit and further advance payment, if made, as a contribution.

9.1.2 If you want the work to start during the cancellation period referred to in section 1.4 then you must request this in writing and sign the request. If we start the work on the installation and you later decide to cancel the Contract within the cancellation period described in section 1.4 then you may be responsible for the costs of the goods and services already supplied and for making good the property.

9.2 If there is a delay to the delivery of goods or installation for reasons that are outside your control then you will be entitled to cancel the Contract and receive a full refund. This is in line with the Consumer Code and the Consumer Rights Act 2015.

9.3 Additionally, if we are in breach of our obligations as detailed in this Contract then you have a range of remedies that will apply depending on the circumstances. If we breach the Contract for the supply of services, then you are entitled to:

- a repeat performance of the service; or
- a price reduction.

If any of the goods that we supply are faulty, incorrectly installed, incorrectly described, or not fit for purpose, you can:

- request a repair or a replacement; or,
- reject the goods and claim a refund or claim.

You cannot seek the remedies described in 9.2 and 9.3 if you change your mind about the Contract or you decide you no longer want some or all of the components.

Our rights

9.4 As detailed in 6.5 above, you will be able to cancel the Contract (and have any deposit or advance payment refunded) if, in the final design we present to you, the installation differs significantly from what we have described to you.

9.5 If you are in breach of your obligations as set out in this Contract and you fail to remedy that breach within 14 days of receiving written notice from us about that breach, then we have a right to cancel the Contract. We must give you reasonable opportunity to put right the alleged breach.

9.6 If we suffer a loss as a result of your breach of Contract, we will take reasonable steps to prevent the loss from getting worse. If your breach of Contract leads to a cancellation then you may have to pay compensation for reasonable costs or losses reasonably incurred.

10 DISPUTE RESOLUTION

10.1 We hope that you won't have any reason to complain about any aspect of our service. However, if you do, please contact us either by telephone or write to us at the following address:

Future Renewables Energy Systems Limited
Unit 6 Ballinamallard Enterprise Centre
26 Enniskillen Road
BT94 2BD
Telephone: 028 6638 9657

Please address your concerns to the Operations Manager.