

# Swift Solar Solutions Ltd - Terms and Conditions

**Effective Date:** 28/11/2024

Welcome to Swift Solar Solutions Ltd! These Terms and Conditions govern the sale, installation, and maintenance of solar products and services provided by Swift Solar Solutions Ltd to the customer. By entering into a contract with us, you agree to these Terms.

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## 1. Products and Services

- 1.1 We supply and install solar panels, batteries, inverters, and other related products.
  - 1.2 Our services include installation, maintenance, and consultation regarding solar energy solutions.
  - 1.3 All Products and Services will be delivered in compliance with UK laws, including the Consumer Rights Act 2015 and the Building Regulations 2010.
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## 2. Quotation and Payment

- 2.1 Quotes provided are valid for 30 days unless otherwise specified in writing.
  - 2.2 A deposit of 25% is required upon acceptance of the quote, with the remaining balance due within 7 days of installation completion.
  - 2.3 All payment methods will be considered. Late payments may incur additional charges at a rate of £25 per day.
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## 3. Cooling-Off Period

- 3.1 Under the Consumer Contracts Regulations 2013, you are entitled to a 14-day cooling-off period to cancel your contract.
  - 3.2 If you wish to cancel, you must notify us in writing within the 14-day period. Cancellation forms can be provided upon request.
  - 3.3 If work begins during the cooling-off period at your request, you may still cancel, but charges will apply for any work completed prior to cancellation.
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## 4. Installation

- 4.1 We will agree on an installation date with you in advance.
- 4.2 You must ensure access to your property for our team to carry out the work.
- 4.3 Any unforeseen circumstances (e.g., structural issues, adverse weather) that affect the timeline or costs will be discussed with you promptly.
- 4.4 Installation will comply with all relevant safety and building regulations.
- 4.5 To ensure the safety and efficiency of our solar installation services, we kindly ask our customers to provide basic welfare provisions at the sites attended by our solar engineers. This includes access to clean drinking water, appropriate restroom facilities, and a safe working environment. Your cooperation is greatly appreciated and will help us deliver our services effectively.
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## **5. Warranties and Guarantees**

5.1 Products come with a manufacturer's warranty which will range between 10-40 years depending on the product, a workmanship warranty of 2-10 years can also be applied depending on the package you select.

5.2 Warranty claims must be made in writing with supporting evidence of the defect.

5.3 Warranties do not cover:

- Damage caused by misuse, negligence, or lack of maintenance.
  - Alterations to the system by unauthorised parties.
  - Issues resulting from external factors (e.g., weather or power surges).
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## **6. Maintenance and Performance**

6.1 While solar systems are designed to perform efficiently, energy output may vary due to factors beyond our control, including weather, shading, and general environmental conditions.

6.2 Routine maintenance is your responsibility unless agreed otherwise in writing.

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## **7. Liability**

7.1 We are not liable for any loss or damage arising from:

- Your failure to provide accurate information.
- Delays caused by circumstances beyond our reasonable control (e.g., supply chain disruptions).

7.2 Our liability for any claims will be limited to the total amount paid under the contract, except in cases of death, personal injury, or fraud, as required by law.

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## **8. Data Protection**

8.1 We comply with the Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR).

8.2 Personal data collected will only be used to provide Products and Services and will not be shared without your consent, except where legally required.

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## **9. Termination**

9.1 Either party may terminate the contract if the other party breaches a material term and fails to rectify it within 14 days of written notice.

9.2 Upon termination, you will be liable for any costs incurred up to the termination date.

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## **10. Dispute Resolution**

10.1 In the event of a dispute, we encourage informal resolution by contacting us directly.

10.2 If the matter cannot be resolved, disputes may be referred to mediation or arbitration, as agreed between both parties.

10.3 These Terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the English courts.

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## **11. Amendments**

11.1 We reserve the right to update these Terms as required by changes in law or business practices.

11.2 You will be notified of any significant changes before they take effect.

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## **12. Contact Information**

For any questions or concerns, please contact us:

Swift Solar Solutions Ltd, Unit 4, Forward Way, Laker Road, ME1 3QX

01634 944515

info@swiftsolarsolutions.co.uk

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These Terms and Conditions form the foundation of our agreement and aim to ensure transparency and trust in delivering your solar energy solutions.