

DEPOSIT REFUND CONDITIONS

If you accept your personal recommendation, you will be asked to pay a conditionally refundable £150 deposit, which is stored in a third-party account managed by iChoosr. When your installation is completed, this deposit payment is deducted from your final invoice for the solar PV installation and released to the installer.

If the agreement (i.e. the contract / installation) is cancelled, the deposit may be refundable subject to the conditions and criteria listed below.

You will get a full deposit refund if:

- you cancel the agreement before the roof survey is carried out, regardless of the reason for cancelling;
- you cancel because you did not obtain the necessary planning permission for your installation (in this case, cancellation needs to happen up to 5 days before the installation);
- you cancel because you were not granted a personal loan for which you applied prior to accepting the offer (in this case, cancellation needs to happen up to 5 days before the installation);
- the installation has to be cancelled for one of the following reasons:
 1. the system does not physically fit on the roof;
 2. it would be a mistake to install the system, for example because the solar panels pose a risk to the roof;
 3. custom work or unforeseen additional costs are required to successfully install the system, and you do not agree to this;
 4. the roof's orientation turns out to be unfavourable;
 5. there is too much shade on the roof, meaning the system would not be able to live up to the expected generation;
 6. the roof contains asbestos.



You will get no deposit refund if:

- the installation of the solar panels has already been completed and signed off;
- you cancel the agreement without a valid reason (as outlined above), and the on-site roof survey has already been carried out (you will receive the survey report as proof of the service that was provided);
- the on-site roof survey has been carried out, and the installation is cancelled by the supplier because the customer was unresponsive despite multiple attempts to make appointments or discuss arrangements regarding the installation.

Some examples of non-valid reasons for cancelling are the following:

- You want to cancel the agreement, even though the contract remains unchanged after the roof survey - i.e. the “original” offer is suitable for your roof.
- When you request additional (non-mandatory) components like a battery or bird protection, this is added to the original contract as an additional order. You have the right to cancel on the extras, but then the original contract still stands. If you then also want to cancel the original contract, this would be regarded as a non-valid reason for cancelling.

