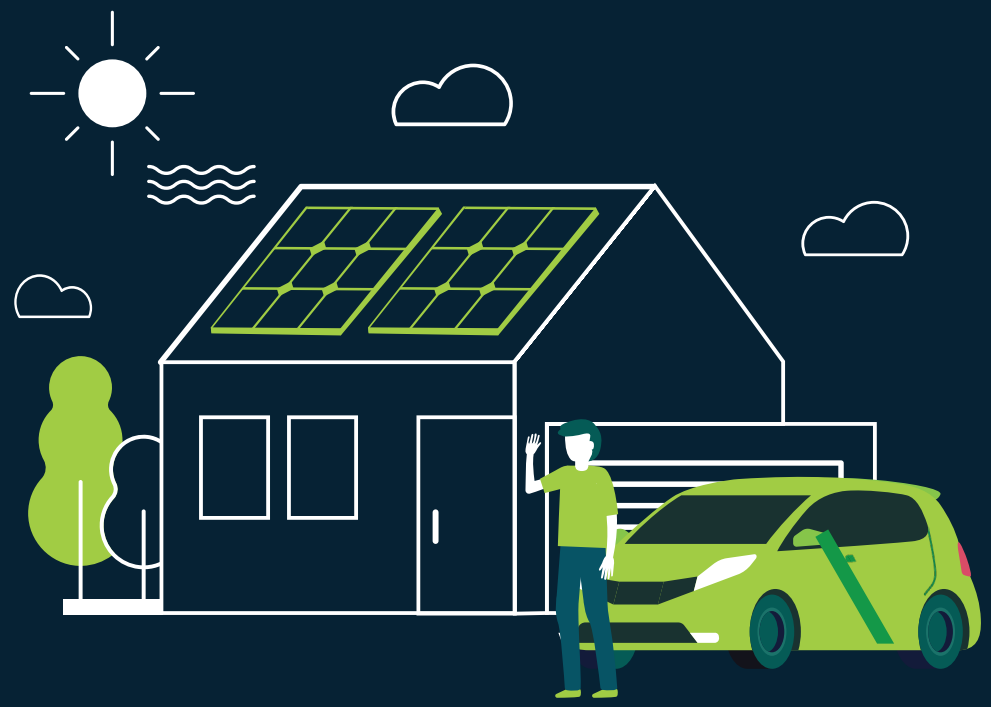
Smart Energy



Terms & Conditions

Terms & Conditions v1.7 - 04.09.26

Energy Made Easy

0333 358 3130
info@smartinsulation.co.uk
www.smartinsulation.co.uk

Our Terms

1. About Us

1.1 We are Smart Energy West Midlands Ltd, a company registered in England and Wales (company number 10482361). Our registered office is Unit 11, North Street Trading Estate, Brierley Hill, West Midlands, DY5 3QF. Our VAT registration number is 260409328.

1.2 Smart Energy West Midlands Ltd is authorised and regulated by the Financial Conduct Authority as a credit broker (not a lender) under firm reference number 922436. Where we offer finance options, we may introduce you to one of our panel of lenders. We do not receive a commission from the lender for arranging finance.

1.3 You can contact us by telephone on 0333 358 3130, by email at hello@smartinsulation.co.uk, or by writing to us at our registered office address. Our office hours are 9am to 5pm Monday to Thursday and 9am to 4pm Friday (we are closed on bank holidays).

1.4 If we need to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided when placing your order.

1.5 References to "writing" or "written" in these terms include email.

2. These Terms

2.1 These are the terms and conditions on which we supply products and services to you for domestic and private use. Please read them carefully before accepting your quotation.

2.2 These terms, together with your accepted Quotation, form the contract between you and us (the "Contract"). If there is any conflict between the Quotation and these terms, the Quotation takes priority.

2.3 Where your installation includes a renewable energy system covered by the Microgeneration Certification Scheme (MCS) — such as solar PV, battery storage, or heat pump systems — additional terms apply. These are set out in Schedule 1 and must be read alongside these terms. If there is any conflict between the main body of these terms and Schedule 1, Schedule 1 takes priority for MCS installations.

2.4 These terms otherwise apply to all private domestic works, including but not limited to insulation, boiler replacements, electrical work, windows and doors, air conditioning, ventilation, general repair and building work, and renewable energy installations

3. The Quotation and Contract Formation

3.1 Following a site survey of your property, we will provide you with a Quotation setting out the products and services to be supplied, the total price (including VAT at the applicable rate), the estimated timetable for the work, and any deposit or payment terms.

3.2 Our Quotation is valid for 30 days from the date of issue unless otherwise stated.

3.3 The Contract between us comes into force when you accept the Quotation, either:

(a) by signing the Quotation in person (including by electronic signature on a tablet device at the time of the site survey); or

(b) by accepting the Quotation electronically via our quotation email.

3.4 Upon acceptance, we will send you a confirmation email which will include a copy of your accepted Quotation and a link to these Terms and Conditions. It is your responsibility to read these terms before accepting the Quotation. By accepting the Quotation, you confirm that you have read and understood these terms.

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3.5 If we are unable to fulfil your order for any reason (for example, because materials are unavailable, because we have identified an error in the price, or because the work is not suitable for your property), we will inform you as soon as reasonably practicable and will not charge you.

3.6 We only provide services in the UK. We do not accept orders from outside the UK.

4. Site Surveys

4.1 All Quotations are prepared following a site survey. It is important that you provide our surveyor with accurate and complete information about your property, including details of any previous work carried out in the areas where the installation will take place, the location of services (water, gas, electrical), and any known issues with the property.

4.2 Our surveyors may need to take photographs of relevant areas of your property for the purposes of preparing the Quotation and planning the installation. If there are items you do not wish to be photographed, please remove them from the area before the survey.

4.3 In some cases, a second survey may be required (for example, for heating installations). If a second survey reveals matters that mean we cannot provide the products or services as originally quoted, we will inform you and provide a revised Quotation or cancel the Contract without charge to you.

5. How We Will Carry Out the Work

5.1 We will carry out the work with all reasonable care and skill, using suitably qualified and experienced personnel, and in accordance with all applicable building regulations, safety standards, and industry best practice.

5.2 We will:

(a) organise and manage all aspects of the installation, including any subcontractors we engage;

(b) provide all labour, tools, and materials needed to carry out the work safely and efficiently; excluding customer supplied items see clause 5.5

(c) use only new materials that are suitable for the work and meet the required standards;

(d) keep you updated regularly throughout the installation;

(e) keep clear records of work carried out, including notes, changes, inspections, and photographs;

(f) use protective coverings such as dust sheets and floor protection to minimise disruption to your home;

(g) keep the site clean and safe, and leave it safe and tidy at the end of each working day; and

(h) handle and dispose of all waste generated by the installation correctly, recycling where possible.

5.3 We will usually work between 8:00am and 4:00pm, Monday to Friday. If circumstances require us to work outside these hours (for example, due to weather delays), we will discuss this with you first.

5.4 Where we engage subcontractors to carry out any part of the work, we will inform you in advance and will remain responsible to you for the performance of our obligation under the contract. Each subcontractor will also remain responsible for complying with the legal duties that apply to it, including its duties under CDM 2015.

5.5 Where you supply any materials, products, or equipment for us to install (Customer-Supplied Items), we will install them with reasonable care and skill, but we do not accept responsibility for their quality, compatibility, specification, or fitness for purpose. Our workmanship warranty under clause 11 covers only our installation work and does not extend to defects in or arising from Customer-Supplied Items. Where a Customer-Supplied Item causes damage to other products or to the installation, we will not be liable for that damage. If a Customer-Supplied Item is found to be unsuitable during installation, we will notify you and may need to pause the work until a suitable replacement is provided. Any additional time or cost arising from unsuitable Customer-Supplied Items will be charged in accordance with our standard rates.

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6. Your Obligations

6.1 You must provide us with safe and clear access to all areas of your property where the work is to be carried out, including the garden, driveway, loft, and all rooms as required.

6.2 You must provide, free of charge, access to water, electricity, washing facilities, and toilet facilities for the duration of the work.

6.3 Where our surveyor identifies preparatory work that needs to be completed before we can begin (for example, clearing a loft space, removing furniture, or arranging for existing services to be disconnected), you are responsible for completing this before the agreed start date. If the preparatory work is not completed, we may need to reschedule and additional charges may apply.

6.4 You must provide accurate and complete information about your property and any relevant circumstances when requested. If you provide incomplete or inaccurate information, or fail to provide information within a reasonable time of us asking for it, we may end the Contract and clause 10.2 will apply, or we may charge a reasonable sum for any additional work that is required as a result.

6.5 We may need to place skips, storage units, scaffolding, equipment, or materials at your property. You must permit this where reasonably required for the work to proceed.

6.6 If we need to turn off your water or electricity supply during the work, we will discuss this with you in advance.

7. Price and Payment

7.1 The price for the products and services is the price stated in your accepted Quotation. All prices include VAT at the applicable rate.

7.2 If the rate of VAT changes between the date you accept the Quotation and the date we complete the work, we will adjust the VAT accordingly, unless you have already paid in full before the change takes effect.
Payment Methods

7.3 We accept payment by BACS bank transfer, debit card, credit card, or cash. Our bank details will be provided on your invoice. Please always verify bank details by calling us directly on 0333 358 3130 before making any payment. We will never change our bank details by email.

Finance

7.4 Subject to eligibility and status, finance may be available for your installation. Smart Energy West Midlands Ltd acts as a credit broker (not a lender) and is authorised and regulated by the Financial Conduct Authority (FRN: 922436). We may introduce you to one of our panel of lenders. Finance is subject to the lender's own terms and conditions and a separate credit agreement between you and the lender. We do not receive a commission from the lender for arranging finance.

Deposits and Payment Schedule

7.5 Where a deposit is required, this will be stated in the Quotation. The deposit must be paid upon acceptance of the Quotation.

7.6 Unless otherwise stated in the Quotation, the balance must be paid when the installation is completed.

7.7 For larger projects, the Quotation may set out a staged payment schedule. You must pay each instalment by the date specified.

Late Payment

7.8 If you do not make any payment when it is due, we may charge you interest on the overdue amount at the rate of 5% per annum above the base lending rate of Metro Bank Plc from time to time. Interest will accrue daily from the due date until payment is received, whether before or after any court judgment.

7.9 For phased payments, if you do not pay an invoice within 3 days of us reminding you that payment is due, we may suspend the work until all outstanding amounts are paid. We will not charge you for the products or services during any period of suspension.

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7.10 If you believe an invoice is incorrect, please contact us promptly. We will not charge interest on any genuinely disputed amount until the dispute is resolved

Pricing Errors

7.11 We take reasonable care to ensure that quoted prices are correct. If we discover an error in the price before we begin work, we will contact you to confirm whether you wish to proceed at the correct price. If a pricing error is obvious and could reasonably have been recognised as a mistake, we may cancel the Contract and refund any amounts you have paid.

8. Your Right to Cancel

Cooling-Off Period

8.1 Where the Contract is entered into at your home (an off-premises contract) or remotely via our quotation email or by telephone (a distance contract), you have the right to cancel the Contract within 14 days without giving any reason, in accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

8.2 The cancellation period begins on the date the Contract is formed (the date you accept the Quotation) and expires 14 days later.

8.3 To cancel, you must inform us of your decision by a clear statement sent by post or email to:

Smart Energy West Midlands Ltd

Unit 11, North Street Trading Estate, Brierley Hill, West Midlands, DY5 3QF

Email: hello@smartinsulation.co.uk

Tel: 0333 358 3130

8.4 You may use the Model Cancellation Form attached to these terms, but you are not required to do so.

Early Commencement

8.5 We will not begin work until the 14-day cancellation period has expired unless you make an express written request using the separate Express Request for Early Commencement form. This form must be a separate document from the Contract itself and cannot be signed at the same time as the Contract.

8.6 If you make an express request for early commencement and subsequently cancel the Contract during the cancellation period, you will be liable to pay for any work carried out and materials supplied up to the point of cancellation.

8.7 You will lose your right to cancel once the services have been fully performed, even if the cancellation period has not yet expired.

Effect of Cancellation

8.8 If you cancel within the cancellation period and no work has commenced; we will refund any payments you have made within 14 days.

8.9 Refunds will be made using the same payment method you used for the original payment.

Your Right to Cancel Where We Are at Fault

8.10 You may also cancel the Contract at any time if:

(a) we have told you about an error in the price or description of the work;

(b) there is a risk of substantial delay due to events outside our control; or

(c) you have a legal right to cancel because of something we have done wrong.

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8.11 In these circumstances, the Contract will end immediately and we will refund you in full for any products or services paid for but not provided.

9. Our Right to Cancel

9.1 We may cancel the Contract by writing to you if:

(a) you do not make any payment when it is due and fail to pay within 3 days of us reminding you;

(b) you do not provide us with information or access necessary for us to carry out the work within a reasonable time of us asking;

(c) a survey reveals that the work cannot be carried out as planned and no reasonable alternative can be agreed;

(d) carrying out the work would be unsafe or unlawful; or

(e) you do not meet the minimum requirements for any credit reference check.

9.2 If we cancel the Contract under this clause, we will refund any money you have paid in advance for work not yet carried out, less reasonable compensation for costs we have incurred as a result of your breach.

10. Completion and Handover

10.1 When the work is finished, we will:

(a) explain and demonstrate any products we have installed;

(b) answer any questions you have about the products or the installation;

(c) provide you with any relevant certificates, warranties, installation documents, and manuals; and
(d) ask you to sign off the completed work.

10.2 Some certificates and warranty documents may follow after the installation has been completed. We will provide these to you as soon as reasonably practicable.

10.3 You will own all products and materials installed at your property once all work has been completed and signed off, and all payments have been made in full.

11. Guarantees and Warranties

11.1 We guarantee the quality of our installation work for a minimum of 12 months from the date of completion (the Workmanship Warranty).

11.2 All products and materials we install are also covered by the manufacturer's warranty. These warranties typically require proper maintenance, which may include regular servicing. We recommend reviewing the manufacturer's documentation to understand the specific maintenance requirements.

11.3 We will register all relevant products and systems with the relevant insurance backed warranty provider ensuring they are supported by insurance-backed guarantees where applicable.

11.4 If you report a fault under our Workmanship Warranty and upon inspection, we find that there is no fault, or that the fault is caused by something other than our workmanship (for example, misuse, lack of maintenance, or third-party interference), we may charge our standard call-out fee.

11.5 Where a product fault is identified as a manufacturer's defect, we will assist you in making a claim under the manufacturer's warranty, but we will not be liable for any delays in the manufacturer's response time.

12. Our Liability

12.1 We are responsible for any loss or damage you suffer that is a foreseeable result of our breach of contract or our failure to use reasonable care and skill. Loss or damage is foreseeable if it is obvious that it would happen or if, at the time the Contract was formed, both you and we knew it might happen.

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12.2 We do not exclude or limit our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by law.
Property Damage and Disruption

12.3 We will make good any damage to your property caused by our negligence during the installation. However:

(a) Some disruption to your décor is unavoidable in certain installations. Where internal or external walls are decorated with wallpaper or tiles, these may need to be removed to carry out the work. Where vents or fixings require drilling, this is a necessary part of the installation. We will use reasonable efforts to minimise disruption, but we are unable to re-tile, re-wallpaper, or repaint with matching décor — this will be your responsibility.

(b) Where we need to lift carpets or flooring, it is likely that they will not look exactly as they did before due to the age and condition of the carpet, underlay, and floorboards. We will not be liable for changes in the appearance of flooring resulting from this process.

(c) Where we need to move furniture to access work areas, it is your responsibility to move any items identified by our surveyor before the installation begins. If you leave furniture in place that we have requested you move, we cannot accept responsibility for any damage caused unless we have been negligent.

(d) Where insulation is installed, drilling into walls may be necessary, which may affect the external appearance of your property. We will fill such holes but will not be responsible for matching filler with any brick or wall coverings.

(e) If you choose not to have an area insulated that we have recommended, you should be aware that cold spots may develop which can lead to condensation. We will not be liable for any issues arising from your decision not to treat a recommended area.

12.4 Where we are installing new components that connect to an existing system (for example, a new boiler connecting to existing pipework), we will not be liable for issues arising from the condition of the existing system, including but not limited to leaks from existing pipework.

12.5 Where we install trickle vents to windows (whether at your request or to meet ventilation requirements), we will not be liable for voiding any existing window warranty or for any window integrity issues unless caused by our negligence.

12.6 We will remove and correctly dispose of all waste generated by the installation. We are registered waste carriers, our licence number is CBDU239745.

12.7 We supply products for domestic and private use only. We will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

12.8 We will take photographs before, during, and after the installation for quality assurance and record-keeping purposes.

13. Health, Safety, and the Environment

13.1 We take health, safety, and environmental responsibilities seriously. We will:

(a) carry out risk assessments and plan each job safely;

(b) ensure that all personnel working on your property are properly trained and qualified;

(c) ensure our team wears appropriate personal protective equipment;

(d) handle and dispose of waste correctly; and

(e) wherever possible, recycle or reuse materials.

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(c) ensure our team wears appropriate personal protective equipment;

(d) handle and dispose of waste correctly; and

(e) wherever possible, recycle or reuse materials.

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13.2 The Construction (Design and Management) Regulations 2015 (CDM 2015) apply to the work where it constitutes construction work within those Regulations. Where only one contractor is involved, we will act as the contractor. Where the project involves, or is reasonably foreseeable to involve, more than one contractor, the customer must appoint a Principal Contractor in writing before the construction phase begins. Unless the Quotation or another written appointment states otherwise, we will act as Principal Contractor only to the extent that CDM 2015 transfers the domestic client's duties to us.

14. Data Protection

14.1 We will process your personal information in accordance with our Privacy Policy, which is available on our website at https://smartinsulation.co.uk/privacy-policy/.

14.2 In order to carry out and administer the work under this Contract, we may share your personal information (including your name, address, contact details, and details of the installation) with the following categories of third party: (a) subcontracted engineers and installers engaged to carry out part of the work; (b) product manufacturers, for the purposes of warranty registration; (c) guarantee and insurance providers, including providers of insurance-backed guarantees and deposit protection schemes; (d) certification and registration bodies, including the MCS Installation Database and any applicable consumer code administrator; (e) finance providers, where you have applied for or been offered finance in connection with the work; (f) building control bodies and local authorities, where notification or registration is required by law or regulation; and (g) our professional advisers, where reasonably necessary. We will only share the minimum information needed for each purpose.

15. Disputes and Complaints

15.1 If you have any questions or complaints about the work, please contact us by telephone on 0333 358 3130 or by email at hello@smartinsulation.co.uk.

15.2 If we are unable to resolve your complaint, you may wish to use alternative dispute resolution (ADR). ADR is a process where an independent body considers the facts of the dispute and seeks to resolve it without you having to go to court. Details of our ADR provider will be provided as part of our complaints procedure.

16. General

16.1 We may transfer our rights and obligations under the Contract to another organisation. We will notify you if this happens.

16.2 You may only transfer your rights or obligations under the Contract to another person if we agree in writing.

16.3 The Contract is between you and us. No other person has any rights to enforce any of its terms.

16.4 If any court or relevant authority finds any provision of these terms to be unlawful, the remaining provisions will continue in full force and effect.

16.5 If we delay in enforcing any provision of the Contract, this does not constitute a waiver of our right to enforce it at a later date.

16.6 The Contract is governed by the laws of England and Wales. You may bring legal proceedings in the English courts. If you live in Scotland or Northern Ireland, you may also bring proceedings in the courts of Scotland or Northern Ireland respectively.

17. Delays Outside Our Control

17.1 We will not be liable for any delay in performing our obligations under the Contract where the delay is caused by circumstances beyond our reasonable control, including but not limited to severe weather, flooding, fire, epidemic or pandemic, acts of government or local authority, supply chain disruption, shortage of materials, industrial action, or interruption to utility services. Where such a delay occurs, we will notify you as soon as reasonably practicable, and the timetable for the work will be adjusted accordingly.

17.2 If a delay caused by circumstances beyond our reasonable control continues for more than 8 weeks, either party may cancel the Contract by giving written notice. In that event, we will refund any payments you have made for work not yet carried out, less reasonable costs already incurred.

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Schedule 1 — Additional Terms for MCS Installations (Solar PV, Battery Storage & Heat Pumps)

The following additional terms apply where the installation covered by your Contract is a renewable energy system that falls within the Microgeneration Certification Scheme (MCS). These terms supplement (and where stated, take priority over) the main terms and conditions. All other provisions of the main terms and conditions continue to apply in full.

S1.1 MCS and HIES Membership

S1.1.1 Smart Energy West Midlands Ltd is certified under the Microgeneration Certification Scheme (MCS). Our MCS certification number is NIC-600502. Under the MCS Scheme, only certified companies may enter into a contract with a customer for the sale and installation of a renewable energy system.

S1.1.2 We are also members of the Home Insulation and Energy Systems Quality Assured Contractors Scheme (HIES) consumer code. The HIES consumer code is backed by the Chartered Trading Standards Institute (CTSI) as part of the Consumer Codes Approval Scheme and is designed to guarantee a high-quality experience for consumers buying small-scale energy generation systems for their homes. See www.hiesscheme.org.uk for more information.

S1.1.3 We will carry out all work and communications in accordance with the HIES consumer code and the applicable MCS installer standard. The applicable standard for your installation will be identified in your Quotation and will be one or more of the following:

(a) MIS 3002 — for solar PV and battery storage installations; or

(b) MIS 3005 — for heat pump installations.

S1.2 Deposits and Advance Payments (supplementing clause 7.5)

S1.2.1 For MCS installations, the deposit payable upon acceptance of the Quotation must not exceed 25% of the total contract price. HIES deposit protection does not cover deposits in excess of 25% or £5,000, whichever is the lesser.

S1.2.2 We may require a further advance payment no more than three weeks before the agreed delivery or installation date, but only where this is explained in your Quotation. Where goods have not been delivered to you before the installation, the total of the deposit and any further advance payment must not exceed 60% of the total contract price.

S1.2.3 Where your advance payment is used to purchase specific goods on your behalf and legal title to those goods transfers to you, the amount used to purchase those goods will no longer count towards the advance payment limits above.

S1.3 Protection of Deposits and Advance Payments

S1.3.1 Your deposit and any advance payments will be protected through HIES's Deposit and Workmanship Warranty Insurance (DAWWI) scheme, or an equivalent scheme. You will receive a policy directly from the insurance provider once you have signed the Contract.

S1.3.2 We may place your deposit and advance payments in a dedicated client account or use a protected payment scheme arranged by the HIES code administrator. This money can only be used for work carried out under this Contract.

S1.3.3 If we fall into receivership, administration, or bankruptcy, any money held in the dedicated client account or within the protected payment scheme will be returned to you or passed to another supplier to complete the work.

S1.4 Ownership and Storage of Goods Before Installation

S1.4.1 Where your money has been used to purchase specific goods on your behalf and legal title has passed to you, we must either deliver them to you or clearly label them as belonging to you. Where we store the goods, we must keep them separate from our own goods and those of third parties, and keep them stored, protected, insured, and identified as your property until delivered or installed. You are entitled to inspect or repossess such goods

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S1.4.2 Until ownership of goods passes to you, you must store any goods delivered to your property separately, must not destroy, deface, or obscure any identifying marks or packaging, and must maintain the goods in satisfactory condition.

S1.4.3 If the Contract is terminated early, you must, with reasonable notice, return any goods belonging to us. We will reimburse you for any proportion of goods you have paid for. If you do not return goods belonging to us, we reserve the right to take legal proceedings to recover the goods or their value.

S1.5 Delays and Substitute Products (supplementing clause 5)

S1.5.1 In the case of a delay to the delivery of goods beyond the time agreed in the Quotation, or where no time has been agreed beyond 30 days from the date you sign the Contract, you may be offered alternative products of equivalent specification, value, and quality, provided they are MCS certified. You may accept that offer, wait for the products originally ordered, or cancel the Contract in accordance with your rights under these terms and the Consumer Rights Act 2015.

S1.5.2 You will be entitled to compensation if we cause significant or unreasonable delay due to factors within our control.

S1.6 Subcontractors (supplementing clause 5.4)

S1.6.1 Where we engage a subcontractor to carry out any part of an MCS installation, we will notify you in writing of the name of the subcontractor before work begins. We will remain responsible to you for the performance of the subcontracted work under this contract and will take reasonable steps to ensure that the subcontractor complies with the HIES consumer code and the applicable MCS installer standard.

S1.7 Commissioning Documentation (supplementing clause 10)

S1.7.1 Once the installed system is commissioned, we will provide you with all guarantees, test certificates, and relevant documentation relating to your system and installation. We will aim to provide this at the point of commissioning but in any event no later than seven days after commissioning.

S1.7.2 We will provide all documentation required by the applicable MCS installer standard, including the certificate confirming that the installation has been registered with the MCS Installation Database. This will be provided within 10 working days of the commissioning date.

S1.8 Insurance-Backed Guarantees (supplementing clause 11)

S1.8.1 The guarantees we provide for MCS installations comply with the HIES consumer code. We will explain the terms of all guarantees to you both in writing and verbally.

S1.8.2 We will ensure that our guarantees will be honoured should we fall into receivership, administration, or bankruptcy during the term of the guarantee, through the DAWWI scheme or equivalent protection described in S1.3 above.

S1.9 Changes to the Installation

S1.9.1 If, after you have signed the Contract, you wish to change the specification of the installation, you must consult with us first. We may incorporate changes provided they are technically possible, we have the necessary resources, and any required permissions are in place.

S1.9.2 Any agreed change must be confirmed by you in writing within 14 days. We will adjust the price by written agreement. Every change that involves extra or revised work may mean extra costs, which we will seek to minimise.

S1.9.3 If the final design we present to you differs significantly from what was originally described, we will draw this to your attention in writing and you will be entitled to cancel the Contract and receive a full refund of any deposit or advance payment.

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S1.10 Dispute Resolution for MCS Installations (supplementing clause 15)

S1.10.1 In addition to the complaints procedure described in clause 15 of the main terms, disputes relating to the sale and installation of domestic renewable energy systems may be referred to HIES for resolution under their dispute resolution procedure. We are required to follow this procedure if you choose to use it. HIES is certified by the Chartered Trading Standards Institute as an Alternative Dispute Resolution Provider. Further information is available at www.hiesscheme.org.uk.

S1.10.2 If you register a dispute with HIES, it will be allocated to an Ombudsman who will mediate between both parties. If mediation does not resolve the dispute, you may refer the matter to HIES's independent arbitration service, and we must agree to arbitration if that is your wish. You may be required to pay a small fee to the arbitration provider, which may be refunded if the arbitrator finds in your favour.

S1.10.3 Any award made under the HIES independent arbitration service will be final and legally binding on both parties. Either party may only challenge the award on the limited grounds available under the Arbitration Act 1996.

S1.10.4 Disputes relating specifically to the MCS installer standards may also be referred to our MCS Certification Body:

NICEIC - Warwick House, Houghton Hall Park, Houghton Regis, Dunstable LU5 5ZX Tel: 01582 556 568

0333 358 3130

info@smartinsulation.co.uk

www.smartinsulation.co.uk

Schedule 2 — Model Cancellation Form

(Complete and return this form only if you wish to cancel the Contract)

To: Smart Energy West Midlands Ltd

Unit 11, North Street Trading Estate, Brierley Hill, West Midlands, DY5 3QF

Email: hello@smartinsulation.co.uk

Tel: 0333 358 3130

I/We hereby give notice that I/We cancel my/our contract for the supply of the following products and/or services:

Description of products/services: _____

Quotation reference: _____

Ordered on / accepted on: _____

Name of customer(s): _____

Address of customer(s): _____

Postcode: _____

Signature (if sent by post): _____

Date: _____