



Silver Care Installation Agreement

Contract / Terms and Conditions

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1. Introduction to your Terms and Conditions

These products have been designed to provide a safe, high quality service to “repair” or “maintain and repair” the elements included in your Agreement. It is important you read carefully these Terms and Conditions together with your Statement confirming the products you hold, as these form the basis of your Agreement with us. If anything is not correct on your Statement, or if you have any questions, please call us on 0800 4087 911. The Silver Care Installation Agreement includes an Annual Service.

2. Queries regarding your Terms and Conditions

We hope that you will find the format clear and easy to follow. If you have any questions, please contact us on 0800 4087 911. This Agreement runs for 48 months. The cancellation charge section is to give clarity to the charges you will be required to pay for cancelling your Agreement before the end of the 48-month Period of Agreement.

3. Definitions used in your Terms and Conditions

Wherever the following words and phrases appear, they will have the following meaning.

Agreement: means each Agreement you have with us.

Annual Service: means a visit we undertake annually to check the elements included in your Agreement are safe and in good working order.

Care Agreement: means the Agreement in the section headed Silver Care Agreement.

Domestic Purposes: means all the rooms in the Home must be used for normal living purposes

Home: means your place of residence or a home owned by you that is a private domestic dwelling including any covered garage connected to your home.

Period of Cover: means the length of your Agreement shown on your Statement. Your Agreement begins on the date your application is accepted and runs for 48 months.

Our/Us/We: means Prestige Solar and Heating Ltd for this Agreement.

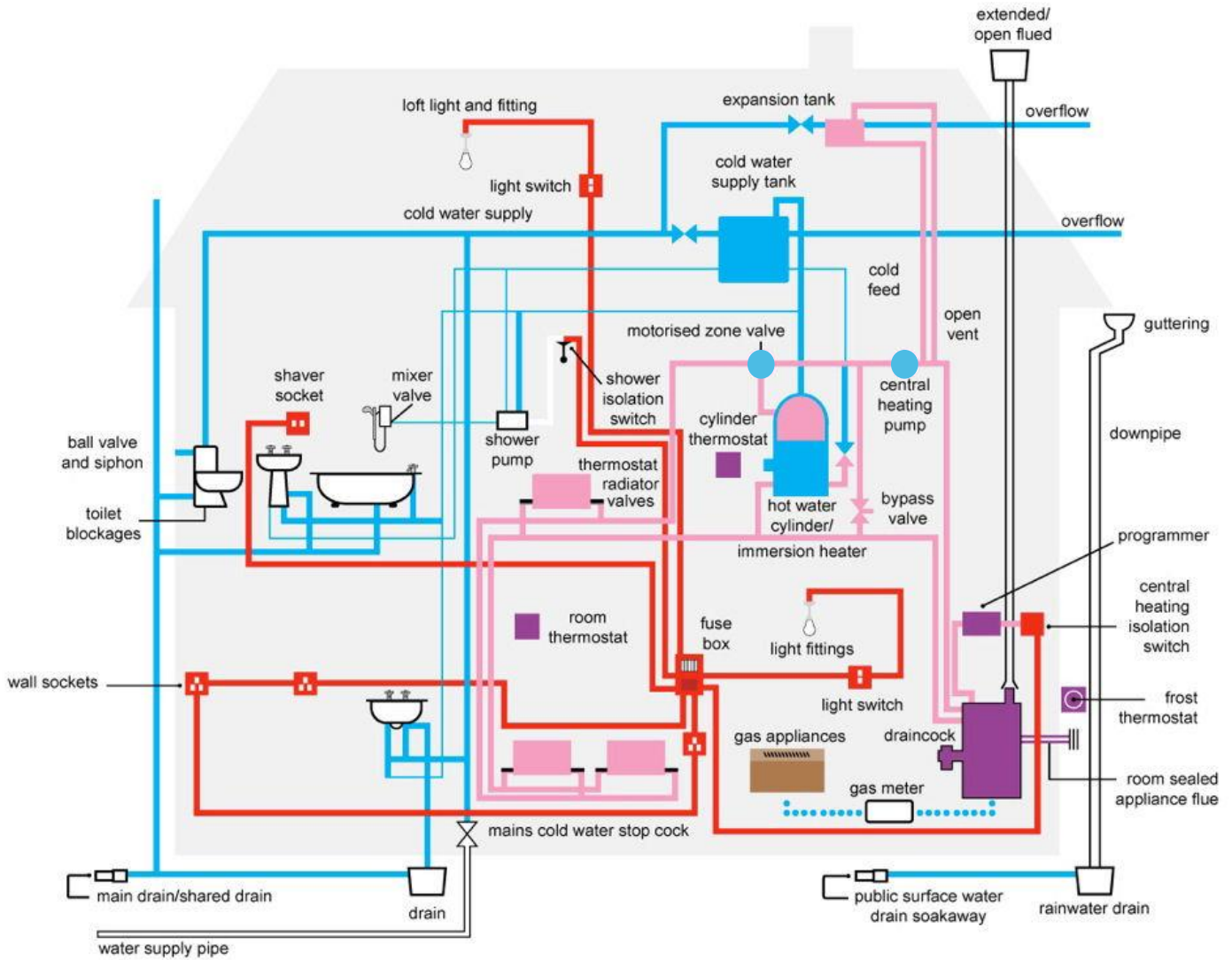
Statement: means a written Statement you receive from us that will confirm the product you hold and the price for the product.

System: includes your expansion tank, pipework, cylinder, and radiators.

You or Your: means the person(s) named on your Statement, together with the members of your household who normally reside with you.



4. Diagram of what we cover



- | | |
|---|--|
| Central Heating | Home Electrics |
| Plumbing and Drains | Shown for reference but not included under these agreements |
| Gas Appliances | Boiler and Controls |
| Internal Gas Supply* | |

*This applies when you take out a Platinum Care Only.



5. General Conditions that apply to the Agreement

5.1 Period of Agreement

The duration of your Agreement is 48 months and is shown on your Statement. It will commence on the date your application was accepted.

5.2 Price and Price Changes

Your Agreement price is set out in your Statement and will not change during your Period of Agreement unless the Government introduces a change in the relevant tax rate. We will always write to you to tell you about any change to your price and Direct Debit instalments.

5.3 Payments

All of our charges are inclusive of relevant taxes at the prevailing rate.

5.4 Renewals

Prior to the end of your Period of the four-year Agreement, we will write to you to tell you about any changes to what is included in your Agreement or any changes to your prices for the next year. Unless you tell us when we write to you that you do not wish to renew your Agreement, we will automatically renew your Agreement for another year.

5.5 Domestic Use

Agreements are only available for appliances and systems used inside your Home for Domestic Purposes.

5.6 Our Responsibilities

We will meet our responsibilities under your Agreement within a reasonable time unless it is impossible because of circumstances outside of our control. If we are unable to meet our responsibilities, we will notify you as soon as possible confirming the reasons why we are unable to meet our responsibilities and provide you with an alternative time when we expect we can satisfy our obligations to you.

5.7 Gaining Access to your property and arranging appointments

Our engineers need to be accompanied in your property always by someone aged over 18 years. It is your responsibility if a parking permit is required to provide this on the scheduled date. Please note that any cost incurred cannot be redeemed against the policy. It is your responsibility to allow us access to your property. If we cannot gain access, we will be unable to carry out the necessary work and you will need to arrange another appointment. If you do not arrange an appointment or we cannot gain access, your Agreement will continue even though we have been unable to carry out the work. If, after several attempts, you have not made an appointment or we still cannot gain access, we may write to you to let you know we have cancelled your Agreement.

5.8 Safety Advice

We may advise you that permanent repairs or improvements are needed to help ensure your appliance or system works safely (for example, to comply with Gas Safety Regulations, such as upgrading your ventilation to meet current standards). If you do not follow our advice, it may mean that we are unable to fulfil all of our obligations to you under your Agreement. In this case, your Agreement will continue to run unless you tell us you would like to cancel or if we cancel (see "Your Cancellation Rights" and "Our Cancellation Rights").

5.9 Spare Parts

If our engineer does not carry the spare parts needed on the day of your appointment, we use a central stock of parts carried by national wholesalers, which means we can normally get hold of most items the following working day. Otherwise, we will do all we reasonably can to find and install parts from our approved suppliers. We may use other approved parts or parts that have been reconditioned by the original manufacturer.

5.10 Labour

One of our engineers will usually carry out the work. In some cases, we may authorise a suitably qualified contractor to carry out the work. All our contractors carry identity cards.

5.11 Guarantees

We guarantee to make good any faulty parts and/or defective workmanship for a period of 12 months



from the date we completed your repair. The rights in relation to any guarantee we give you are in addition to and do not affect your legal rights under the Consumer Rights Act 2015. You can get advice about your rights from a Citizens Advice Bureau or Trading Standards Department.

5.12 Moving home

You will need to notify us as soon as possible about any change of address. Once we have received new address details from you for your new Home we will transfer your Agreement to this new address (unless you tell us you do not want to continue with your Agreement) and arrange a First Service for your new home. Whether or not you choose to transfer your Silver Care Agreement within the 48-month Period of Agreement to a new property, you will be required to pay the labour charge for the boiler installation before you change address of £750.00.

5.13 Governing Law

The Terms and Conditions for all Agreements are written in English and all correspondence entered shall be in English. The laws of England and Wales govern your Agreement.

5.14 Annual Service

We will arrange to visit your Home annually to inspect your boiler and controls or gas central heating system to help ensure that they are safe and in good working order. We will normally complete your Annual Service around twelve months from the date of your last Annual Service or installation date. In periods of high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your Annual Service visit. If you have a breakdown in the four months before your Annual Service is due, we may complete it at the same time we visit to repair the breakdown to your system or appliance.

6. General Conditions – Cancellation

6.1 Your Cancellation Rights

You may cancel any Agreement you have with us at any time provided you notify us via email to: info@kentsolar.uk.com

Or in writing to:

Prestige Solar and Heating Ltd
10 Savage Road
Lordswood
Chatham
Kent
ME5 8DY

Cancelling your Direct Debit without notifying us will not cancel your Agreement with us.

If you cancel within the first 48 months, cancellation charges will apply. If you wish to cancel your Agreement, we will require 28 days' notice. Please specify the date you would like your Agreement to cease considering section 6.2 of the Terms and Conditions.

6.2 Cancellation Charges

If we cancel, or if you cancel your Agreement you have made with us part way through your Period of Agreement and you have had repairs/work completed in respect to that Agreement, we may charge you a contribution towards the costs we have incurred but not yet recovered. This would be less all the scheduled payments you have already made in your Period of Agreement up to £500 Charge per type of repair/work completed for each repair/work completed. You will also be required to pay the boiler installation cost of £750.00 inclusive of VAT.

6.3 Our Cancellation Rights

We may cancel your Agreement in the following circumstances:

- If you give us false information
- If you do not make an agreed payment
- If we receive physical or verbal abuse
- Where there are Health and Safety issues
- You do not provide us with access to your property where required
- We are not reasonably able to find parts for your appliance or system
- Permanent repairs or improvements we tell you are required and are not completed.



6.4 Cancellation of Direct Debit

If you cancel the Direct Debit, and we have received written notification of request to cancel the Agreement, considering the notice period required (see 6.1) you will be charged a £25 administration fee in addition to an invoice for an unpaid Direct Debit which is due prior to the cessation date of the Agreement. The outstanding amount will also be subject to interest at 3% APR

If written notification is not received (by post or email) and you cancel the Direct Debit, the initial unpaid Direct Debit will be subject to a £25 administration fee and interest at 3% APR. Subsequent unpaid Direct Debits will each be subject to a £10 administration fee and interest at 3% APR.

Interest will be charged from the date the payment became due.

Until written notification is received, these unpaid Direct Debit amounts will continue to accrue.

After a period of 90 days we will proceed to legal action without further notice.

6.5 Unpaid Direct Debit when the Agreement has not been cancelled

If we are unable to collect a Direct Debit and the Agreement has not been cancelled, each unpaid Direct Debit will be subject to a £25 administration fee. The outstanding amount will also be subject to interest at 3% APR from the date it is due.

7. General Exclusions that apply to all Agreements

7.1 Design or existing faults

We will not be responsible for the cost of repairs or gaining access to make repairs where there are design faults (unless we are responsible for the design faults), faults which existed before you entered into your Agreement with us or faults which we could not, using reasonable care and skill, identify on our First Service of your system or appliance. For example, pipes buried under concrete floors that have been installed incorrectly or without wrapping or movement protection.

7.2 Accidental damage/third-party damage/damage from intentional risk taking

Accidental damage and the cost or repairs relating to accidental damage are excluded from your Agreement. Where work is undertaken on your system or appliance by anyone other than Us, whether following our advice, or not, which results in damage to that or another part of your system as a result of poor workmanship, the repair of any such damage will be excluded from your Agreement.

7.3 Oversight

Situations arising due to oversight or lack of proper attention from You or a third-party, including tenants (for example, filling loop not closed following topping up of system under general maintenance).

7.4 All other loss and damage

Unless we cause it, we will not be responsible for any loss or damage to property (including any cleaning needed) or any other type of loss caused by the system or appliance to which your Agreement relates breaking down/failing or being accidentally damaged by you or leaking (for example, damage to fixtures/furniture caused by water leaks). If access must be made to your system or appliance, we will fill any holes and leave the surface level, but we will not replace the original surface or construction. Any redecoration or repair of damage that may be needed following our work is your responsibility, unless we have been negligent.

7.5 Making Good

We will fill in any holes and leave the surface level where access must be made to your system or appliance, in order to carry out a repair, but we will not replace the original surface or construction (e.g. redecoration)

7.6 Risks normally insured under household or other insurances

We will not include the repairing of faults or damage or replacement of appliances or systems caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. You should check your household insurance to make sure you have enough cover for these risks. If anything, specifically stated as being included under your Agreement is also included under any other insurance or maintenance contract you hold, the repair will be the responsibility of the provider of your other insurance or maintenance contract. In the event of joint responsibility with your



other provider, we will only ever be responsible for our fair share and to the extent of our obligations under your Agreement.

7.7 Approved equipment

For certain items we maintain an approved list. We only undertake work on gas appliances, central heating system controls, energy-management systems and plastic pipes that are on our approved list.

7.8 Third-party rights

Nobody other than you will be able to benefit from your Agreement, which cannot be passed to someone else without written consent.

7.9 Other Exclusions

We will not include the following:

- Improvements including work that is needed to bring your appliance/system up to current standards/legislative requirements. You may need to have the improvements carried out before we can complete other repairs to your appliance/system.
- Upgrades which you may want to have carried out to improve your appliance/system.
- Replacing or repairing parts that do not affect how the appliance/system works or decorative or specialist parts.
- Resetting controls (for example, thermostats and programmers following changes due to winter or summer).
- General maintenance (for example, topping up central heating systems, bleeding radiators, changing batteries in heating controls)
- Removing asbestos associated with repairing the appliance/system. When you have had any Asbestos removed, you must give us a clean-air certificate before we will do any further work at your property. By law, the person who removes the asbestos must give you a clean-air certificate.
- Cash alternatives for service, maintenance, or repair.
- Repairing or replacing any lead, steel, or central heating iron pipes.
- The cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity, or water services.
- Commencing and/or continuing services where we reasonably consider that there is a Health and Safety risk including, but not limited to the presence of; hazardous materials; infestations, or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health and Safety risk has been rectified to our satisfaction.
- Any costs over £1,000 (incl.VAT) to gain access to your system, built in appliance, buried pipework, or wires to make a repair and then make good (see section 7.5). We do not include the cost of getting to your appliance or system where it is inaccessible due to a design fault.

8. Silver Care Agreement with Installation

8.1 (Boiler and Controls, Annual Service Plus Central Heating)

This Care Agreement is designed to meet the demands and needs of householders who want protection in place in the event of various problems with their boiler and controls, and central heating on a repair and maintenance basis, including Annual Service.

The following are included in your Agreement for Silver Care with Installation:

- Annual Service during the Period of Agreement for your boiler.
- Service and repairs in the event of breakdown of a single wet central heating (using water) or warm air gas central heating system in your Home. Warm air vents are covered for warm air units only (shown in pink in section 4)
- Service and repairs in the event of a breakdown of a single gas boiler and controls in your Home (shown in purple on the diagram 4)
- Parts and labour – if all the essential working parts are available and the appliance is on our approved list.
- Costs up to £1,000 (including VAT) we would incur to get access to your system/appliance to make a repair (For example, pipes buried in walls or “built-in” appliances) and making good.

Making good damage caused by gaining access means filling or plastering to make level but excludes any redecoration. This is your responsibility. We do not include the cost of getting to your appliance



where your system is inaccessible due to a design fault. These exclusions and the General Conditions and Exclusions apply (see sections 6 and 7).

8.2 Exclusions

These exclusions and the General Conditions and Exclusions apply (see sections 6 and 7).

The following are not included in your Agreement:

- Removing sludge or hard water scale from your system or appliance
- Repairing damage caused by scale, sludge, or other debris if we have told you on a previous visit that permanent repairs, improvements or a Power Flush (or a similar cleaning procedure) are needed to help ensure your appliance/system works properly.
- Repairing or replacing appliance flues other than room sealed appliance flues (up to 1m in length). This does not include flue terminals that are not part of the flue system.
- Repairing or replacing appliance flues that aren't part of your boiler.
- Any costs over £1,000 (including VAT) we would incur to get to your system/appliance to make a repair. For example, pipes buried in walls or "built-in" appliances plus making good. We do not include the cost of getting to your appliance where your system is inaccessible due to a design fault.
- Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric underfloor heating (other than warm air systems)
- Costs over £1,000 (including VAT) per claim

Making good damage caused by gaining access means filling or plastering to make level but excludes any redecoration. This is your responsibility. We do not include the cost of getting to your appliance where your system is inaccessible due to a design fault.

9. Using personal information

We or our agents may use information about you to do the following:

- Help run, and contact you about improving the way we run, any accounts, services and products we have provided before, now or in the future.
- Create statistics, test computer systems, analyse customer information, create profiles and create marketing opportunities (including using information about what you buy from us and how you pay for it).
- Help to prevent and detect debt, fraud or loss
- Help to train our staff and contact you in any way (including by post, email, phone, text or multimedia messages or other forms of electronic communications, or by visiting you) about products and services we and our partners are offering.

When we contact you, we may use any information we hold about you to do so. We may contact you by email, phone, text message or other forms of electronic communication or by visiting you. If we are contacting you to tell you about any offers, we will, as far as possible, do this in line with how you have told us you would prefer to receive marketing information. You can ask us not to send you any information on our offers at any time by contacting us and giving us your account details.

We may allow other people and organisations to use information we hold about you:

- To provide services you have asked for, which may include providing information to members of your family or household, anyone acting on your behalf or other people who may be interested (such as landlords or letting agents).
- To help to prevent and detect debt, fraud, or loss (for example by giving this information to a credit-reference agency) which is described in more detail below
- If you do not pay your debt, we may transfer your debt to another organisation and give them details about you and that debt
- If we have been asked (for example by Ofgem or a lawyer) to provide information for legal or regulatory purposes
- As part of current or future legal action
- As part of Government data-sharing initiatives; for example, those designed to stop fuel poverty (where people cannot afford to pay for heating and electricity)
- If you hold an insurance policy, to pass information to an insurer to assist your insurance policy (including underwriting and claims, to help develop new services and to assess financial and insurance risk). We may also monitor and record any communications we have with you including but not limited to phone conversations and emails, to make sure that we



are providing a good service and to make sure we are meeting our legal and regulatory responsibilities.

If we suspect someone has committed fraud or stolen energy by tampering with the meter or diverting the energy supply, we will record these details on your account record and may share this information with Ofgem and other people who are interested (such as the energy suppliers, landlords and housing associations). We may use this information to make decisions about you, your character, how likely we think you are to pay for your Care and/or Cover Agreements. This may include recording sensitive personal information such as criminal offences you have been accused of. Also, if the gas or electricity supply to your property has previously been tampered with or if gas or electricity has been stolen, or we suspect it has been stolen, we may take this into account when we decide what products or services we can offer you and the Terms and Conditions we give you.

We may pass your address, property and postcode, and details of your gas appliances, flue, hot water cylinder, system controls and electrical installations (including details of any repairs or removals), to organisations that supervise these activities including but not limited to Gas Safe (previously Corgi) and the ECA (Electrical Contractors Association). These organisations may pass this information to local authorities to meet building regulations. They may also use this information to contact you to inspect appliances or systems, recall faulty products and carry out audits, and for Health and Safety purposes. Where appropriate, we will give you, or the property owner (or both), a certificate to show that your appliances meet building regulations.

We may check your details with one or more credit reference and fraud-prevention agencies to help us make decisions about your ability to make payments and the goods and services we can offer you. Below we have given a brief guide to how we, the credit-reference and fraud-prevention agencies will use your information.

We may search at credit-reference and fraud-prevention agencies for information about you and all the people you are applying with. If you are providing information about other people on a joint application, you must make sure they agree that we can use their information to do this. If you give us false or inaccurate information and fraud is identified, we will pass your details to credit-reference and fraud-prevention agencies. Law enforcement agencies (such as the Police and HM Revenue and Customs) may receive and use this information.

We and other organisations may also access and use information about you that credit-reference and fraud-prevention agencies give us to, for example:

- Check details on applications you make for credit and credit-related services
- Check your identity
- Prevent and detect fraud and money laundering
- Manage credit and credit-related accounts or services
- Recover debt
- Check details on proposals and claims for all types of insurance
- Check details of employees and people applying for jobs with us.

When credit-reference agencies receive a search from us, they will record this on your credit file; whether your application is successful or not. We will send information on your account to credit reference agencies and they will record it if you have an account with us, we will give details of it and how you manage it to credit-reference agencies.

If you have an account and do not repay money you owe in full or on time, credit-reference agencies will record this debt. They may give this information to other organisations and fraud prevention agencies to carry out similar checks, find out where you are and deal with any money you owe. The credit-reference agencies keep records for six years after your account has been closed, you have paid the final debt or action has been taken against you to recover the debt.

We and other organisations may access and use, from other countries, information recorded by fraud-prevention agencies. If you want to see what information credit-reference and fraud-prevention agencies hold about you, you can contact the following agencies currently working in the UK. The information they hold may not be the same, so it is worth contacting them all. They will charge you a small fee.

Call Credit www.callcredit.co.uk
Equifax plc www.myequifax.co.uk
Experian www.experian.co.uk



If you give us information on behalf of someone else, you can confirm you have given them the information set out in this document, and that they have given permission for us to use their personal information in the way we have described in this section. If you give us sensitive information about yourself or other people (such as health details or details of any criminal convictions or members of your household), you agree (and confirm that the person the information is about has agreed) that we can use this information in the way set out in this document.

You are entitled to have a copy of the information we hold on you and to have any inaccurate information corrected.

We may charge a small fee for providing a copy of any information we hold about you. For more information about this please contact us at;

Prestige Solar and Heating Ltd
10 Savage Road
Lordswood
Chatham
Kent
ME5 8DY

Or email us at: info@kentsolar.uk.com
Or contact us via our website: www.kentsolar.uk.com
Or telephone us: 0800 4087 911 or 01634 313337

The privacy act also extends to spouses, partners and family that are not named on this Agreement.

10. Other products and services

11.1 System filters and scale reducers

You can purchase system filters and scale reducers. Once we have installed them, there will be no charge for any future system filter work that may be needed, if you keep a continuous Care Agreement at that property. As part of any Annual Service, if necessary, we will also clean the filter on any system filter you have had installed, whether we have installed it or not.

11.2 Condensate pipe kits

You can purchase Trace Heater kits/frost protection to help protect your condensate pipe from freezing over. Once we have installed them there will be no charge for any future Trace Heater kits/frost protection that may be needed, if you keep a continuous Care Agreement at that property. Separate Terms and Conditions apply to the products and services in this section 14.

11. Frequently asked questions

Q. My boiler, appliance or system is old. Does my Care Agreement still cover me?

A. There is no age limit on your appliance or system, and it does not matter who installed it, if all the essential working parts are available. If some parts are not available, we will let you know.

Q. Why do your engineers recommend changes to my system?

A. Our engineers are highly qualified and up to date with the latest technology and legislation. If they identify a possible change to your system, they will only recommend this if, in their expert opinion, it is necessary.

Q. What do "Upgrades to my system" mean?

A. Upgrades are changes to your system which will improve its efficiency or safety. Examples of upgrades are replacing working radiators with improved models, replacing standard radiator valves with thermostatic radiator valves, Power Flush, and system filters. Upgrades are not included in your Agreement.

Q. My pipes seem to be frozen. Can you offer any advice to fix these?

A. You can usually decrease the thaw time by applying gentle heat to the frozen area. Wrapping hot towels around the pipework can be effective or adding an extra non-direct heat source to the area containing the frozen pipes. Be aware that applying too much direct heat, such as a blow torch or a naked flame can cause damage to the pipework or surrounding area, and could create a fire risk; therefore, this method of thawing must be avoided. Care should also be taken where electrical appliances (fan heaters etc.) are used to heat the area. Do not use where there is a risk of flooding or contact with water. Please see our common problem page on our website; www.kentsolar.uk.com



Q. How will I know what the engineer has done at my Annual Service or breakdown?

A. Our engineer will fill in a digital checklist which is kept at our main head office. It can be emailed to you upon request. The engineer will explain this to you and will answer any questions you may have.

Q. I think my Annual Service is due, but I have not heard from you?

A. On or around the anniversary date of your last Annual Service we will contact you in writing, email or by telephone to arrange a suitable appointment. On occasions this may happen earlier or later than you expect, if there has been or if we anticipate there will be, a high demand for breakdown repairs.

Q. If I have a problem with my boiler, but still have heating, how quickly will the engineer get to me?

A. Demand for repairs goes up sharply when it is colder, and we cannot always accurately predict when this will be. This means we cannot always get to everyone as quickly as we would like. In these circumstances, we prioritise customers based on the severity of their problem and how vulnerable they may be without heating or hot water.

Q. Why doesn't the engineer have the necessary part to fix my problem?

A. Our engineers carry a van stock of the most commonly used parts in your area. Unfortunately, with the vast range of boilers and subsequent parts available, it is not possible to carry all of the parts that might be required. If a part is not available on the van, we aim to get what is required to the engineer as soon as possible and in most cases for the next day.

Q. Can my Annual Service be done at the same time as a repair, and vice versa?

A. Yes, if you have a problem which you want us to look at during your Annual Service let us know when you arrange your appointment so that we can ensure the engineer has enough time to do both. If you need a repair and your Annual Service is due, we will ask if we can do both in the same visit. Many of our customers find this is more convenient. You will still be charged for the Fixed Price Repair in advance of the appointment.

Q. In what circumstances would you suspend or cancel my Agreement?

A. If we encounter hazardous materials or infestations we would suspend or cancel your Agreement until the Health and Safety risk is resolved to our satisfaction. If we encounter physical or verbal abuse, we would suspend or cancel your Agreement.

12. Complaints

We will always aim to do our best, but unfortunately there may be times when things go wrong. If you have a complaint about any part of our service or your products, please write to us at:

Prestige Solar and Heating Ltd
10 Savage Road
Lordswood
Chatham
Kent
ME5 8DY

Or email us at: info@kentsolar.uk.com

Or contact us via our website: www.kentsolar.uk.com

Or call us: 0800 4087 911

We will try to deal with the matter immediately but if we cannot then we will keep you regularly informed about the progress of our investigation. If you are unhappy with our final response, or if we have not been able to complete our investigation within 8 weeks of us receiving your complaint, you may wish to take the matter further. Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Ombudsman Services Ltd for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted traders in the first instance on 0117 981 2929. For full details of our Customer Complaints Handling Policy visit our website at: www.kentsolar.uk.com



13. Acceptance of Terms and Conditions for Silver Care Installation Agreement

Please complete this form and return to us at:

Prestige Solar and Heating Ltd
10 Savage Road
Lordswood
Chatham
Kent
ME5 8DY

Or email the completed form to:

info@kentsolar.uk.com

As the person(s) named on the Statement, I/we confirm that I/we have read and understand the Terms and Conditions of the Agreement: Silver Care Installation

As the person(s) named on the Statement, I/we confirm that I/we have read and understand the Terms and Conditions of the Agreement

Name (print):

First Line of Your Address and Postcode:

.....

Signature(s):

.....

Date:

Office Use Only
Date Received:
Customer ID:
Smart Debit Ref: T&C 2.4