

Customer Warranty for Installation Services

The Warranty sets out the terms upon which Greenpower installations Limited offers warranty cover for the Products supplied by it to its Customers, and for the installation services provided by Greenpower installations Limited Registered Installers. Terms defined in Greenpower installations Limited's Terms and Conditions bear the same meaning when used in this warranty. Your attention is drawn to Greenpower installations Limited's Terms and Conditions, which includes provisions relevant to the warranty set out below.

1. Installation services

- 1.1. Greenpower installations Limited warrants to you that the Installation Services will be performed by the appropriately qualified and trained Greenpower installations Limited Registered Installers using reasonable care and skill, to such high standard of quality as it is reasonable for you to expect.
- 1.2. The Warranty Period for the Installation Services shall be two years from completion of the Installation Services

2. Remedial Action

- 2.1. If you make a valid claim about our service in accordance with Greenpower installations Limited's Terms and Conditions, Greenpower installations Limited may arrange for the relevant Products to be reinstalled by any of Greenpower installations Limited's Registered or approved Installers or refund to the Customer the charge for the relevant part of the Installation Service (or a proportionate part of such charge).

3. Exceptions

- 3.1. This Warranty will only apply:
 - 3.1.1. If the Product has been installed by an Greenpower installations Limited Registered Installer and has been properly used and maintained throughout the Warranty Period.
 - 3.1.2. If you have informed Greenpower installations Limited of the alleged defect within the Warranty Period and within a reasonable period of discovery.

4. General conditions

- 4.1. You will promptly provide all information and support including access to site and services) reasonably necessary to enable Greenpower installations Limited to evaluate any alleged

defect and to perform its obligations under this Warranty.

- 4.2. You agree that all premises, plant, power, fuel support services and other inputs that you

provide for the installation and use of the Products are reasonable, are fit for purpose and will be properly used and provided.

5. Expertise

- 5.1. Any dispute as to whether a defect is covered by this warranty can be handled by the Renewable Energy Consumer Code's Dispute Resolution Process as detailed in section 9.1 of the Renewable Energy Consumer Code.

6. Third Party Rights

- 6.1. When Greenpower installations Limited's has installed a system in a property that is sold within the Warranty Period the warranty will pass to the new legal owner of the property. It may not be transferred to or exercised by any third party.

7. Law

- 7.1. This warranty 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.

8. Manufacturer's Product Warranty

- 8.1. Most Products supplied by Greenpower installations Limited come with the benefit of a manufacturer's product guarantee. Where a claim in respect of any of the Products is notified to Greenpower installations Limited by you in accordance with the Greenpower installations Limited's Terms and Conditions, Greenpower installations Limited will liaise with the manufacturer and use all reasonable endeavours to secure a replacement of the Product or the part in question) or a refund of



the price of the Product (or a proportionate part of the price). This warranty does not replace or limit your legal rights to bring a claim to Greenpower installations Limited as the retailer of the goods supplied.