



- DESIGN
- INSTALL
- MAINTAIN
- INSPECT

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CUSTOMER ORDER FORM F04		Rev17	14/09/2026	Project Number	
CUSTOMER DETAILS			INSTALLATION DETAILS (If Different)		
Contact Name			Contact Name		
Customer Address			Site Address		
Postcode			Postcode		
Tel Number			Tel Number		
Mobile Number			Mobile Number		
Email			Email		
QUOTATION DETAILS					
Quotation Date			Quotation Reference		
Quotation Description					
PRODUCT COSTS					
					Total
					£0.00
VAT @ 0%					£0.00
Sub Total Products					£0.00
SERVICES COSTS					
					Total
					£0.00
VAT @ 0%					£0.00
Sub Total Services					£0.00
Grand Total (inc VAT)					£0.00
PAYMENT DETAILS					
Payment 1: Deposit (Payable on order) (maximum 25% of the total sum inc VAT) payable on confirmation of order					£0.00
Payment 2: Further advance payment payable 14 days prior to installation (Payments 1 + 2 will be a maximum of 60% of total sum inc. VAT)					£0.00
Payment 3: Balance payable on commissioning					£0.00
To proceed with this order, please read the following instructions sign below and return to _____ at the above address					
METHODS OF PAYMENT					
Please select below the method by which you will pay your deposit. If paying by cheque please make payable to _____ and return together with the signed order form. If paying by credit card or bank transfer we will contact you on receipt of this form.					
Cheque ☐		Credit Card ☐	Bank Transfer ☐	BACS Payment to be made to Sort Acct	
Cooling Off Period: After signing this contract you have a 14 day period in accordance with RECC clause 6.2.2 (using the attached cancellation form) during which time you may cancel the contract without penalty. After this time, cancellation may incur a financial cost. Any cancellation charge will be determined on the basis of the actual costs incurred such as transport of products and erection of scaffolding. Cancellation must be made in writing to the above address.					
Planning permission confirmation: By signing this contract you are confirming that you have received planning permission for the proposed installation or ascertained that planning permission is not required. _____ cannot be held responsible for any installations where planning permission was required but has not been obtained.					
Customer Signature _____		Customer Name _____		Date _____	
ACCEPTING THIS QUOTATION					
To accept this quotation, please sign and return this Order Form to _____ together with your deposit payment. Thank you for your order.					
By signing this form, you are confirming the order for the Products and Installation Services specified on the attached quotation. This order will become binding when the cooling off period has elapsed and will be governed by _____'s _____ terms of supply overleaf.					
I confirm consent to register my contact details on the Deposit and Workmanship Warranty Insurance scheme _____					

PREDICTED SYSTEM PERFORMANCE

Rev17 14/09/2026

Project Number:

Important Note: The performance of Solar PV systems is impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year. This estimate has been prepared in accordance with MCS 032:2025 and is given as guidance only. It should not be considered as a guarantee of performance.

The Solar PV self-consumption has been calculated in accordance with the most relevant methodology for your system. There are a number of external factors that can have a significant effect on the amount of energy that is self-consumed, so this figure should not be considered as a guarantee of the amount of energy that will be self-consumed.

A. Installation data	Roof 1	Roof 2 (if req'd)	Roof 3 (if req'd)	Total
Installed capacity of PV system – kWp (stc)	kWp	kWp	kWp	kWp
Orientation of the PV system – degrees from South	°	°	°	
Inclination of system – degrees from horizontal	°	°	°	
Postcode region				

B. Calculations				
kWh/kWp (Kk) from table	kk	kk	kk	
Shade factor (SF)				
Estimated annual output (kWp x Kk x SF)				kWh

C. Estimated PV self-consumption – PV Only		
Assumed occupancy archetype		
Assumed annual electricity consumption, kWh		kWh
Assumed annual electricity generation from solar PV system, kWh		kWh
Estimated solar PV self-consumption (PV Only)		kWh
Grid electricity independence / Self-sufficiency (PV only)		%

D. Estimated PV self-consumption – with EESS		
Assumed usable capacity of electrical energy storage device, which is used for self-consumption, kWh		kWh
Expected solar PV self-consumption (with EESS)		kWh
Grid electricity independence / Self-sufficiency (with EESS)		%

E. Additional benefits from PV and EESS		
EESS capacity not used for self-consumption		kWh
Total energy discharged per annum		kWh
Additional self-consumption from EV, heat pumps, diverters (only when present)		kWh

Important Note: The performance of solar PV systems is impossible to predict with certainty due to the variability in the amount of solar radiation (sunlight) from location to location and from year to year. This estimate is based upon the standard MCS procedure and is given as guidance only for the first year of generation. It should not be considered as a guarantee of performance.

Please note that if the shading SF factor is less than 1 we have been asked to include the following phrase - "This shade assessment has been undertaken using the standard MCS procedure - it is estimated that this method will yield results within 10% of the actual annual energy yield for most systems

If we have had to estimate or take remotely any of the factors that affect this estimate, we will carry out a full site survey before installation commences. If this survey results in a lower performance estimate than in this quotation, then we will issue you with a new quotation and you will have a new Cancellation Period in line with your Cancellation Rights set out in the contract, which to consider it.

QUOTATION: SOLAR PV SYSTEM

Product Costs

Description of goods and services	Model	MCS code	Quantity	Total Cost £
Modules				£ 0.00
Inverter				£ 0.00
Mounting Kit				£ 0.00
				£ 0.00
				£ 0.00
				£ 0.00
				£ 0.00
				£ 0.00
Sub total (ex VAT)				£ 0.00

Service Charges

Description of services	Quantity	Total Cost £
Scaffolding		£ 0.00
Design and installation		£ 0.00
Testing and commissioning		£ 0.00
MCS Registration		£ 0.00
EPC assessment		£ 0.00
		£ 0.00
		£ 0.00
		£ 0.00
Sub total (ex VAT)		£ 0.00

Quotation valid for : 30 Days

Please note you may have additional costs for EPC certificate, structural engineer's survey, planning permission or building control fees.

To place an order please complete the Customer Order Form and return to together with deposit payment.

Upon receipt of your deposit we will contact you to arrange an installation date.

Notes:

1. Installation price is based on continuous working period.
2. For full Terms & Conditions see enclosed Terms Of Supply.
3. A full breakdown of services to be supplied is given on the enclosed "Summary of Goods & Works"
4. If Additional Works are required due to 1.) exceptional circumstances not reasonably foreseeable or if 2.) customer request for specification changes, an estimate will be provided based on the installers hourly or daily rate.
5. is a member of RECC and this document is prepared in accordance with its Consumer Code.
6. A generation meter or smart meter is required to access the (SEG) smart export guarantee.

SUMMARY OF GOODS & WORKS SUPPLIED

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A. Goods to be supplied by
All goods listed in quotation.

B. Work to be undertaken by
Design and specification of PV system in accordance with relevant small scale embedded energy (SSEG) engineering recommendation G98, relevant MCS Installation Standards and IET Code of Practice for Grid-connected Solar Photovoltaic Systems.

Installation is compliant with the Electrical Safety, Quality and Continuity Regulations 2002 and, in accordance with Regulation 22(2)(c), and follows the technical requirements and procedures:

- In Engineering Recommendation (EREC) G98 for installations up to and including 16 A per phase.
- In EREC G99 for installations exceeding 16 A per phase
- In EREC G100 where the export of power is to be limited

C. Provision of scaffolding

Installation of roof anchors and module mounting rails

Mechanical and electrical connection of PV array

Installation of Inverter and DC ancillaries

Installation of DC cabling between array and inverter

Installation of independent Sub-DB with surge

protection for all AC supplies

Installation of AC isolators at inverter and all required locations

Programming inverter

Testing & commissioning of system

Liaison with Distribution Network Operator

Items and services NOT included within this quotation

Detail any works the consumer will need to provide to complete the work eg permissions and approval and 'making good' work that will be needed to restore the property to its original state. (RECC Members)

This quotation has been prepared following a site visit and formal site survey.

Where items are delivered directly to site it has been clearly stated that the customer is not liable for inspection, storage, or handling of goods.

If you request changes that will involve us in additional time or cost, or if unforeseen additional works are required, we will provide you with a revised quote. Any additional charges will be based on the installer's hourly or daily rate of £[insert].

You may have additional costs to pay for planning permission, building control fee and/or a Structural Engineers Survey and/or EPC Assessment [delete if not applicable].

This quote excludes [insert details of any other items excluded from quote] price that the customer might have to pay for].

We enclose a copy of 's terms of business/ contract with this quote. Please read this carefully.

EXTRA CHARGEABLE WORK (Including site conditions and special circumstances)

Extra chargeable work not covered by this quote, and applicable hourly or daily rates

Description of works

Charges

QUOTATION TIMETABLE

Timetable for carrying out any agreed works, including completion dates and any dependent preparation work the customer is required to carry out

Estimated completion date:

SUBCONTRACTORS TO BE USED

Details of subcontractors and works they will carry out:

will subcontract [insert details of works] to [name of contractor]. In accordance with the Renewable Energy Consumer Code, is responsible for ensuring that all subcontracted works are carried out in accordance with RECC and the relevant MCS Installer Standards.

Cancellation period and your right to cancel (off-premises)

You have the right to cancel this contract during the 'cancellation period' without giving any reason.

The cancellation period begins when the contract is signed and ends 14 days after the last part of the goods relating to the contract is delivered to you.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model cancellation form, but it is not obligatory.

If you cancel within the cancellation period, we will return any deposit you may have paid in full. If you cancel after this time, we may have to charge you, based on the actual costs we have incurred by the time you cancel.

Effects of cancellation within the cancellation period

If you cancel this contract within the cancellation period we will reimburse to you all payments received from you. If you cancel this contract within the cancellation period but after delivery of some or all of the goods, then we will reimburse to you all payments for delivery charges unless you specifically requested an enhanced delivery costing more than our normal service. In which case we will only reimburse the price of our normal delivery charges.

If you cancel this contract within the cancellation period but after delivery of some or all of the goods then:

We will collect the goods from you.

You may have to bear some or all of the cost of returning the goods. The cost is estimated at a maximum of approximately £

We will make the reimbursement without undue delay, and not later than:

- 14 days after the day we receive back from you any goods supplied; or
- if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

Starting the installation before the end of the cancellation period

We do not normally start any work until the end of your 14 day cancellation period. Your cancellation period **starts when the contract is signed and ends 14 days after the last part of the goods relating to the contract is delivered to you.** If you want us to start work sooner for any reason, please be aware that you must ask for this in writing and you should describe why you need the work to start within the cancellation period.

Should you later decide to cancel the contract within your 14 day cancellation period, then you will have to pay reasonable charges for goods and services supplied up to the date that you cancel and for making good your property.

Cancellation Form

Customer Number: _____

Customer Name: _____

Customer Address: _____

Post Code: _____

Return Address

140 Hol

Leic

UK

Work commencing prior to the expiry of the Cancellation Period

If the customer wishes work to start before the cancellation period expires, they should sign below to confirm this and that they understand that if they subsequently decide to cancel within 14 days, reasonable payment may be due for works already carried out prior to cancellation.

I/We want [Trader's name] to commence work on..... [date] before my cancellation period has expired.

I understand that if I subsequently decide to cancel within 14 days, I may be asked to pay for any work that has been done prior to my cancellation.

Signed

Date

COMPLAINTS

We hope you won't have any reason to complain about any aspects of our service. But if you do, please contact us.

If we cannot resolve your complaint, you may be able to complain to RECC. You can read about this here: <https://www.recc.org.uk/consumers/how-to-complain>

---Preview Only---



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Consumer Contracts Regulations 2013 Express Request

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 came into effect in June 2014 and are relevant to domestic/consumer contracts.

For 'off-premises' and 'distance' sales contracts the cancellation period starts when the customer signs the contract and ends 14-days after all of the goods relating to the contract are delivered to the customer's home.

There can be occasions however, when both the company and the consumer want the work to start within the cancellation period. Under the regulations the consumer can make an 'express request' confirming that they are happy for work to begin within the "cancellation period".

Please note: if you make an 'express request' for the work to start, you can still cancel within the cancellation period as long as the installation is not completely finished. However, if you do cancel after making the 'express request' you will be liable for any work performed up to the point of cancellation.

The regulations state that an express request must not be included as a section within the printed contract form or order form and must be a completely separate document.

Express Request for Work to Commence

By signing and returning this document you are providing your agreement in writing to enable us to commence work within the cancellation period which starts when the customer signs the contract and ends 14-days after all of the goods relating to the contract are delivered to the customer's home.

Please note: if you consent for work to begin within the cancellation period and you later exercise your right to cancel you will be liable for the cost of work performed up to the point of cancellation. You will also lose the right to cancel the contract within the cancellation period when the installation is completely finished. When this occurs the company can charge the full contract price.

To:

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