# Terms & Conditions for The Solar Owners Club

1. Introduction

This policy outlines the terms and conditions for The Solar Owners Club ("Club") provided by Solar Upgrades Ltd ("Service Provider"). It aims to inform members ("Member") about their rights, obligations, and the services offered under The Solar Owners Club membership plan.

2. Services Provided

The Service Provider commits to offering the following services as part of the Solar Care Plan:
- Five (5) Annual Health Checks, including testing and inspection of the solar system.
- Access to a 24/7 Dedicated Priority Helpline via WhatsApp/Mobile/Email/Webchat.
- A 72-hour Urgent Callout Promise with a reduced fixed callout charge of £30 per hour (plus VAT).
- Members-only pricing for solar system products and services.
- Access to an exclusive community forum for members to share experiences and advice.

3. Integrisolar Installation Offer:

Customers who have their solar PV system installed by Integrisolar are entitled to one (1) year of complimentary access to all Solar Owners Club membership benefits as described in section 4.
- This complimentary membership begins upon completion of the system installation.
- When the complimentary period ends, you will be notified one (1) month in advance and asked whether you wish to cancel or renew your membership.
- If no response is received, standard membership terms and fees may apply.

4. Membership Term and Payment

- Membership begins upon the first payment and continues for sixty (60) months.
- Member agrees to pay the monthly fee based on the size of their inverter via direct debit.
- After three (3) missed payments, the Service Provider may terminate Membership, and any outstanding balance will be due immediately.
- Any remaining amount will be payable if the Member terminates the direct debit before the end of the term.

5. Cooling-Off Period

Members have the right to cancel this policy without reason within fourteen (14) days of joining (the "Cooling-Off Period").
- Cancellation must be communicated clearly via letter, fax, or email.
- If cancelled within the Cooling-Off Period, all payments, including delivery charges, will be refunded within fourteen (14) days.
- Members acknowledge that requesting service during the Cooling-Off Period may affect the refund eligibility.

6. Annual Health Checks

- Annual Health Checks will include a comprehensive inspection of solar PV system components at one site.
Scheduling will occur in the Member's preferred month, with four weeks' notice of the exact date. From time to time, the Service Provider may have to change this scheduling at the last minute, but it will do so for reasonable purposes only.
- Identified faults will be addressed promptly, with a tailored plan provided to the Member within thirty (30) days.

7. Call Out and Charges

- The Service Provider will respond to urgent callouts within 72 hours.
- An urgent callout is described as an unresponsive solar PV system.
- In the event of a fire, please dial 999 in the first instance.
- Members will incur a fixed callout charge of £30 per person per hour (plus VAT), reduced from £50 +VAT for non-members.

8. Member Discounts

- Members will receive exclusive discounts on key solar components and services.
- The Service Provider guarantees that prices for components will be lower than recommended retail prices, or the Service Provider will beat them by 10% with valid proof of price.
- The fixed labour charge for upgrades is set at £30 per person per hour (plus VAT), reduced from £50 +VAT for non-members.

9. Community Hub

- Members will have access to an exclusive community hub or private social media group. Access may be limited or revoked for violations of community guidelines.

10. Member Obligations

- Members must select an appropriate plan based on their inverter size; prices will not increase during the term.
- Members agree to provide accurate scheduling information and promptly report system issues.
- Members must follow all reasonable safety instructions during service appointments.

11. Limitation of Liability

- The Service Provider is not liable for any indirect or consequential losses arising from the services provided.
- Member statutory rights are not affected.

12. Termination

- Either party may terminate this policy by providing thirty (30) days' written notice.
- Upon termination, all outstanding obligations become payable immediately.

13. Dispute Resolution

- In the event of a dispute, both parties agree to seek an amicable resolution before engaging in formal dispute mechanisms.

14. Governing Law

- This policy is governed by the laws of England and Wales.

14. Policy Review

- This policy will be reviewed periodically to ensure compliance with applicable laws and best practices.

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