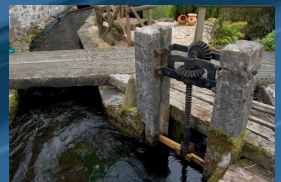


Thinking of generating
heat or power in your
own home?



Don't get taken for a ride -
follow our Top Tips overleaf



Follow our Top Tips:

- ✓ Make sure you get at least three quotes before deciding to contract with a company
- ✓ Only approach companies listed on the RECC website:
www.recc.org.uk/scheme/members
- ✓ Only approach companies certified by the Microgeneration Certification Scheme (MCS) for the relevant technology:
www.microgenerationcertification.org/consumers/installer-search
- ✓ Read our guidance carefully before you sign a contract or pay a deposit:
www.recc.org.uk/consumers
- ✓ Before you sign a contract or pay a deposit make sure you read and understand all the information carefully; ask for clarification if you don't
- ✓ Never pay more than 25% of the contract price up front; check it will be protected
- ✓ Never sign a contract if you are being offered a discount or pressurised in any way at all to sign it; this is illegal
- ✓ Remember if you sign an order form or contract with a sales rep in your home you have the right to cancel the contract from when you signed it up to 14 days from the date the goods are delivered to you.
www.recc.org.uk/pdf/models/bis-guidance-on-the-consumer-contract-regulations.pdf
- ✓ If you want the installation to start during the 14-day 'cancellation period' you must give your express written consent; if you later cancel the contract you will have to pay for any work completed
- ✓ Even if you do not sign an order form or contract with a sales rep in your home you still have the right to cancel the contract within 14 days from when you signed the contract; make sure you don't give up this right by signing a waiver
- ✓ If you are being offered finance by the company you're contracting with remember you have 14 days from the date you receive the documentation from the finance provider to cancel the agreement without penalty
- ✓ Make sure you receive any estimate of the output from the system and the financial benefits linked to it clearly in writing before you sign the contract.
- ✓ Check the Energy Saving Trust website for objective information and target prices:
www.energysavingtrust.org.uk/Generating-energy/Choosing-a-renewable-technology
- ✓ Check the DECC calculator for objective information about payments available under the Domestic Renewable Heat Incentive: www.gov.uk/renewable-heat-incentive-calculator
- ✓ Make sure any testimonials you rely on are genuine; contact the people yourself to check that they are, and that they were not paid for
- ✓ Before you sign a contract or pay a deposit make sure the company gives you in writing a quote including a standard performance estimate specific to your property and a full, all-inclusive breakdown of what will be supplied
- ✓ Before you sign a contract or pay a deposit make sure the company gives you in writing the standard terms and conditions that will form the contract
- ✓ You have the right to cancel the contract within 14 days without penalty if there are any changes following the technical site survey even if it was outside the cancellation period
- ✓ If the company makes any significant changes to the contract make sure you agree them in writing as a variation to the contract; if you are not happy with them you can cancel the contract within 14 days with no penalty.
- ✓ Remember to send us your feedback once the job has been completed
www.recc.org.uk/consumers/feedback
You can find more details about the Renewable Energy Consumer Code on our website: www.recc.org.uk