



# Urban Solar

domestic and commercial solar PV supply and installation

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## Customer Warranty for Installation Services

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

### 1. Installation services

1.1 Urban Solar Limited warrants to the customer that the Installation Services will be performed by the appropriately qualified and trained Urban Solar Limited Registered Installers using reasonable care and skill, to such high standard of quality as it is reasonable for the Customer to expect.

1.2 The Warranty Period for the Installation Services shall be ten years from completion of the Installation Services

### 2 Remedial Action

2.1 Where a valid claim in respect of the manner of performance of the Services is notified to us in accordance with Urban Solar Limited's Terms and Conditions, Urban Solar Limited may arrange for the relevant Products to be reinstalled by any of Urban Solar Limited's Registered or approved Installers or, at Urban Solar Limited's sole discretion, refund to the Customer the charge for the relevant part of the Installation Service (or a proportionate part of such charge), in which case Urban Solar Limited shall have no further liability to the customer.

### 3 Exceptions

3.1 This Warranty will not apply:

3.1.1 Unless the Product has been installed by an Urban Solar Limited Registered Installer and has been properly used and maintained throughout the Warranty Period.

3.1.2 Unless the Customer has informed Urban Solar Limited of the alleged defect within the Warranty Period and within a reasonable period of discovery.

### 4. General conditions

4.1 The Customer agrees that he will promptly provide all information and support including access to site and services) reasonably necessary to enable Urban Solar Limited to evaluate any alleged defect and to perform its obligations under this Warranty.

4.2 The Customer agrees that all premises, plant, power, fuel support services and other inputs that he is providing 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 shall be immediately referred at the request of either party to an independent expert whose identity has been agreed by both parties or in default of agreement within 14 days of referral then who shall be appointed by the President for the time being of the trade association or professional association that most closely affects the Products.

### 6 Third Party Rights

6.1 The benefit of this Warranty shall be exercisable by Urban Solar Limited's Customer or, in cases when the property to which a system has been installed is sold within the Warranty Period, 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 shall be construed in accordance with English law and shall be subject to the exclusive jurisdiction of the English courts.

### 8 Manufacturer's Product Warranty

8.1 Most Products supplied by Urban Solar Limited come with the benefit of a manufacturer's product guarantee. Where a claim in respect of any of the Products is notified to Urban Solar Limited by a Customer in accordance with the Urban Solar Limited's Terms and Conditions, Urban Solar Limited will liaise with the manufacturer and use all reasonable endeavours to secure a replacement of the Product or the part in question) or (at the manufacturer's discretion) a refund of the price of the Product (or a proportionate part of the price), in which case Urban Solar Limited shall have no further liability to the Customer.