

## **Refund and Cancellation Policy**

1. Once the customer has been issued with a job number, they are required to give 48 hours notice to cancel the installation.
2. A cancellation fee of £150 will be raised if notice is not given 48 hours prior to the agreed installation date and is payable within 30 days from date of invoice.
3. The installation will not proceed if the installer is unable to collect a signed direct debit and contract and this in turn will also incur a cancellation fee of £150 and is payable within 30 days from date of invoice.
4. The customer has the right to cancel the contract following the receipt of the third monthly report giving notice in writing.
5. Subject to item 4 not being received within 7 days, the contract will continue thereafter and the direct debit payment will commence for the monthly fee. This fee will be invoiced on the 28th of each month and the direct debit payment taken on or around the 28th of the same month.
6. A termination fee of £500 will be issued if the customer terminates the contract after the fourth monthly report and before the twelfth monthly report is issued.
7. After the initial 12 month period either party may terminate the Contract by giving one months notice in writing.