



Regent 88 Offices, 210 Church Road, London, England, E10 7JQ
T +44 20 8453 2283 · E info@jbvhomes.com

ORDER FORM

Contract no.

Date

1 Your details

Full name

Telephone

Address

Postcode

Email

Installation address (if different from above)

2 Your system

☐ Solar panels

kW

☐ Battery storage

kWh

☐ Inverter

☐ EV charger

☐ Voltage optimiser

☐ Heat pump

Maintenance plan

☐ Yes ☐ No _____ years

3 Site requirements

Scaffolding

☐ Yes ☐ No

DNO notification

☐ Yes ☐ No

Planning permission

☐ Yes ☐ No

On-site service

☐ Yes ☐ No

Notes / other goods required

4 Price & payment

Price ex VAT

VAT @ 20%

Total price

Deposit on order

Balance on completion

Payment method

£

£

£

£

£

5 Agreement

By signing below, you confirm your order and agree that work may begin before your 14-day cancellation period has ended. The Terms and Conditions of Supply on pages 2 and 3 form part of this agreement.

Customer

Signature

Print name

Date

For JBV Asset Management Ltd

Signature

Print name

Date



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TERMS & CONDITIONS OF SUPPLY

Clauses 1–7 · Company No. 17359898

1 About us and your contract

JBV Asset Management Ltd, trading as JBV Homes ("we", "us"), is a company registered in England and Wales under company number 17359898 and supplies renewable energy technology. Any quotation we give remains open for 30 days. Your contract with us comes into effect when we accept your order in writing or begin supplying you, whichever happens first. We only accept orders for UK addresses.

2 Products and services

Product images are for illustration only, and the items supplied may differ slightly in appearance. If the final design means the energy generation system in your Order has to change, we will tell you, and you may cancel for a full refund before the change takes effect.

3 Changing your order

You may ask to change your order at any time. Before going ahead, we will confirm whether the change is possible and whether it affects the price. We may make minor changes needed for safety or regulatory compliance without telling you first. If we need to make a significant change, we will tell you, and you may cancel if you do not accept it.

4 Delivery and installation

Delivery charges and dates are set out in your Order. We may use a suitably qualified contractor to carry out installation, and they will be bound by these Terms. The goods are at your risk from delivery, and you must store them as we instruct. Ownership passes to you only once you have paid in full. If events beyond our control cause a delay, we will tell you and take steps to limit its effect; if the delay is substantial, you may end the contract.

5 Suspending supply

We may pause supply to deal with technical problems, changes in regulation or events beyond our control, or to make changes we have told you about. If a pause lasts longer than 14 days, you may cancel and receive a full refund of any advance payment. We may also pause supply if a payment is overdue.

6 Your 14-day right to cancel

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, if you buy goods or services from us away from our business premises, you may cancel within 14 days without giving a reason. For goods, this period starts on the day of delivery; for services, it starts on the day we accept your order in writing. The right does not apply to services that have been fully performed, or to goods that have been inseparably mixed with other items. To cancel, contact us by phone on +44 20 8453 2283, by email at info@jbvhomes.com, or by post to Regent 88 Offices, 210 Church Road, London E10 7JQ, giving your name, address and order details. In most cases we will collect the goods at our own cost. We will refund you within 14 days to your original payment method. We may reduce the refund to reflect any loss in value caused by handling the goods more than was needed to inspect them, and for services already provided.

7 Ending the contract because of us

You may end the contract immediately and receive a full refund if: we tell you about a change you do not accept; we have made an error in the price or description; there is a real risk of significant delay caused by events beyond our control; we suspend supply for more than 14 days; or we are otherwise in breach of contract. You may also be entitled to compensation.



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TERMS & CONDITIONS OF SUPPLY

Clauses 8–14 · Company No. 17359898

8 Ending the contract for other reasons

You may end the contract before it is completed even if we are not at fault. In that case, we may deduct from any refund, or charge you, reasonable compensation for the net costs we incur as a result.

9 When we may end the contract

We may end the contract by giving you written notice if: you have not paid within 14 days of our written reminder; you have not given us information we need within a reasonable time; or you have not allowed delivery or access within a reasonable time. We will refund any advance payment, less reasonable compensation.

10 Price and payment

The price is as stated in your Order and includes VAT. An advance payment of 25% is due before installation begins; for goods-only orders, the deposit shown in your Order is due before the goods are dispatched. Interest is charged on overdue amounts at 4% a year above the Bank of England base rate, from the due date. If you dispute an invoice, please tell us promptly; no interest will be charged on the disputed amount while we work in good faith to resolve it.

11 Your statutory rights

Under the Consumer Rights Act 2015, goods must match their description, be fit for purpose and be of satisfactory quality. If goods are faulty, you may claim a full refund within 30 days of receiving them. Within 6 months, you are entitled to a repair, replacement or refund. Within 6 years, you may be entitled to a repair, replacement or partial refund where the item could reasonably be expected to last that long. If a service is not carried out with reasonable care and skill, you may be entitled to have it repeated or refunded. For more information, contact Citizens Advice at citizensadvice.org.uk or on 0808 223 1133.

12 Our responsibility to you

We are responsible for foreseeable loss caused by our breach of contract or negligence. Nothing in these Terms limits our liability for death or personal injury caused by our negligence, for fraud, or for breach of your rights under the Consumer Rights Act 2015 or the Consumer Protection Act 1987. We are not responsible for loss of profit, business interruption or lost business opportunities where our products are used for commercial purposes or resale.

13 Your personal data

We handle your personal data in line with UK GDPR and the Data Protection Act 2018, and use it only to fulfil this contract and as set out in our Privacy Policy. We protect it with appropriate technical and organisational security measures and strict confidentiality obligations. Some of our service providers may process personal data outside the UK. Where they do, we make sure the transfer is protected by a safeguard recognised under UK data protection law, such as the UK International Data Transfer Agreement or the UK Extension to the EU-US Data Privacy Framework. We will tell you promptly about any personal data breach that affects you.

14 General

We may transfer our rights and obligations under this contract to another party by giving you written notice; if you object, you may end the contract within 14 days. Each clause operates separately, so if any is found unlawful, the rest remain in full force. No one other than you and us has any rights under this contract. This contract is governed by the law of England and Wales, and any dispute will be decided by the English courts.