



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

REFUND REQUEST

Contract no.

Request date

1 Your details

Please complete every section and quote the contract number from your original order form.

Full name

Telephone

Original order date

Address

Postcode

Email

Installation address (if different)

2 Items to be refunded

Tick each item you want refunded and add any details or serial numbers.

- ☐ Solar panels (kW) _____
- ☐ Inverter _____
- ☐ Voltage optimiser _____
- ☐ Maintenance plan _____

- ☐ Battery storage (kWh) _____
- ☐ EV charger _____
- ☐ Heat pump _____
- ☐ Other goods _____

3 Reason for refund

- ☐ 14-day cancellation Clause 6
- ☐ Faulty goods or service Clause 11
- ☐ Our default or a delay Clause 7
- ☐ Order change I do not accept Clauses 2 & 3
- ☐ Other reason (give details below)

Further details

4 Refund amount & method

Total order price £ _____

Total amount paid £ _____

Refund requested £ _____

Date(s) of payment _____

☐ Original payment method ☐ Bank transfer

Account name

Sort code

Account no.

5 Goods collection

☐ Installed ☐ Delivered only ☐ Not delivered

Preferred collection date

Access notes

OFFICE USE ONLY

Date received

Approved by / ref.

Refund date

6 Declaration

I confirm the information on this form is true and complete. I understand my refund may be reduced to cover services already provided, or any loss in value caused by handling the goods beyond what was needed to inspect them, as set out in the Terms and Conditions of Supply. Please return this form by email to info@jbvhomes.com or by post to the address above.

Customer signature

Print name

Date



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REFUND POLICY SUMMARY

A guide to clauses 6–11. The full Terms and Conditions of Supply always apply.

1 Your 14-day right to cancel Clause 6

If you bought goods or services from us away from our business premises, you can cancel within 14 days without giving a reason, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

- The 14 days start on the day of delivery for **goods**, and on the day we accept your order in writing for **services**.
- The right does not apply to services that have been fully performed, or to goods inseparably mixed with other items.
- When you signed the order form, you agreed that work could begin within the 14 days. If you cancel after work has started, we may deduct an amount for the services already provided.
- We may also reduce a refund to reflect any loss in value caused by handling the goods more than was needed to inspect them.

2 If we are at fault Clause 7

You can end the contract straight away and receive a full refund if:

- we tell you about a change to your order that you do not accept;
- we have made an error in the price or description;
- there is a real risk of significant delay outside 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.

3 Ending for other reasons Clause 8

You can end the contract before it is completed even if we are not at fault. We may then deduct or charge reasonable compensation for the net costs we incur as a result.

4 When we may end the contract Clause 9

We may end the contract by written notice if you do not pay within 14 days of a written reminder, do not give us information we need within a reasonable time, or do not allow delivery or access within a reasonable time. We will refund any advance payment, less reasonable compensation.

5 Faulty goods or services Clause 11

- **Within 30 days** of receipt: a full refund for faulty goods.
- **Within 6 months**: a repair, replacement or refund.
- **Within 6 years**: a repair, replacement or partial refund, where the item could reasonably be expected to last that long.
- Services not carried out with reasonable care and skill may be repeated or refunded.

Independent advice: Citizens Advice,
citizensadvice.org.uk or 0808 223 1133.

6 How we process your refund

1

Email the completed form to info@jbvhomes.com, or post it to us.

2

We confirm in writing that we have received your request and give you a refund reference.

3

If goods need to be returned, we arrange collection, at our cost in most cases.

4

We refund you within 14 days of approval to your original payment method, or by bank transfer if you asked for this.