



## Customer Heat Pump Contract Pack Supplementary Documents

27 Apr 2023

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## Frequently Asked Questions

### How is this cost calculated?

#### Total Cost

This is the total cost for your renewable heating solution, which includes all the material costs, installation costs, accessories, and all other home upgrades required. You can see the full breakdown of this cost in the following quote document.

This quote has been generated by Octopus Energy Services, a Microgeneration Certification Scheme registered installer and member of the Renewable Energy Consumer Code, so you can be sure it will be a quality and fair price installation.

#### Boiler Upgrade Scheme

You may also be eligible for a £5,000.00 Boiler Upgrade Scheme Grant, a government scheme to provide financial support towards the up-front cost of a renewable heating system.

We will assess your eligibility as part of our survey process, and if you meet their criteria we will claim £5,000.00 on your behalf and subtract the amount from the total cost of your installation.

The scheme is available from 1st April 2022 and installations must be completed after this date in order for the grant to be claimed.

#### What is the eligibility criteria?

- You must be the homeowner.
- You must have a valid EPC for your building issued in the last 10 years.
- Your EPC contains no recommendations for loft or cavity wall insulation, or has an EPC or insulation exemption.

Following the installation of your heat pump we'd like your permission to access your heat pump consumption data. This will allow us to assess how well it's running and provide you with hints and tips to help you heat your home as efficiently as possible.

## Further questions on your energy costs

### Why does energy cost so much right now?

Energy prices have significantly increased in the past year, with wholesale costs around 5 x what they were 18 months ago. This increase in wholesales cost unfortunately makes it more expensive to run a gas boiler or a heat pump but the key thing to focus on is the difference between the two.

The government has launched their Energy Price Guarantee to give customers some certainty on energy prices this Winter. This means that the maximum amount you'll pay for your energy is 10p/kWh for gas and 34 p/kWh for electricity until June. Beyond that, there may be further price increases as the rising wholesale costs flow through.

## How can I get support?

We're working with the government and across the energy industry, pushing for policies to spread the higher energy costs over time and give extra support to those who need it most. At the same time, we're looking after our own customers through things like our Savings Sessions and Octopus Assist fund for those who need some extra support.

You can find out the latest information on energy prices and what Octopus is doing to help [here](#)

## What tariff is best for my heat pump?

Whatever tariff you're on, you'll be paying no more than the Energy Price Guarantee so there is little benefit in shopping around at the moment. However it's worth thinking about what to do when the guarantee ends in June 2023.

If you have an electric vehicle, our [Intelligent Octopus](#) tariffs give you access to cheaper energy overnight, when you may be charging your electric vehicle or using your heat pump to heat your hot water for the next day.

If you're just looking to power your heat pump our [Cosy Octopus](#) tariff is a three rate with double dip Cosy Hours every day: six hours of super cheap electric to warm your home.

Just let us know if you'd like to switch, and we can help arrange that for you.

## Cancellation period and your right to cancel

You have the right to cancel this contract during the 'cancellation period' without giving any reason.

The cancellation period lasts 14 days from the date of signing the contract as detailed in section 1.4 of the contract.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement in one of the following ways:

**Email:** [heat@octopus.energy](mailto:heat@octopus.energy)

**Write:** Octopus Energy (Floor 4), International House, Queens Road, Brighton, BN1 3XE

If you cancel within the cancellation period, we will return any deposit you may have paid in full.

If you cancel after this time, we may have to charge you, based on the actual costs we have incurred by the time you cancel.

## Effects of cancellation within the cancellation period

If you cancel this contract within the cancellation period we will reimburse you all payments received from you. If you cancel this contract within the cancellation period but after delivery of some or all of the goods, then we will reimburse you all payments for delivery charges unless you specifically requested an enhanced delivery costing more than our normal service. In which case we will only reimburse the price of our normal delivery charges.

If you cancel this contract within the cancellation period but after delivery of some or all of the goods then:

We will collect the goods from you.

We will make the reimbursement without undue delay, and not later than:

- 14 days after the day we receive back from you any goods supplied; or
- if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

We may withhold reimbursement until we have received the goods back, or you have supplied evidence of having sent back the goods, whichever is the earliest.

We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

## Starting the installation before the end of the cancellation period

We do not normally start work until after the end of your cancellation period, but if we do, the 14-day cancellation period starts on the day the last part of the goods relating to the contract is delivered to you. If you want us to start work sooner for any reason, please be aware that you must ask for this in writing and you should describe why you need the work to start within the cancellation period.

Should you later decide to cancel the contract within your 14 day cancellation period, then you will have to pay reasonable charges for goods and services supplied up to the date that you cancel and for making good your property.

## What do you need to do to be heat pump ready, and what can we do to help?

| Pre-installation Obligation                  | Accountability | Notes                                                                                                                  |
|----------------------------------------------|----------------|------------------------------------------------------------------------------------------------------------------------|
| Mains fuse or supply upgrade                 | ✓ Octopus      | Not everyone will require this, but if you do, <b>We'll apply for you.</b>                                             |
| Isolator switch installation                 | ✓ Octopus      | Our heat pump electricians are all trained to do this, so <b>we can install this for you</b> on day 1 of your install. |
| Supply, erection, and removal of scaffolding | ✓ Octopus      | <b>We'll provide this for you!</b> Either using our in-house tower scaffold or our trusted 3rd party scaffolders.      |
| Supply and operation of lifting equipment    | ✓ Octopus      | <b>We'll provide this for you!</b> Our incredible delivery drivers and crew support have all the equipment they need.  |

N.B. We'll apply to your District Network Operator to connect your heat pump to your supply. If your mains fuse, or incoming service cable needs an upgrade, your DNO will then reach out to you directly off the back of our application. All you need to do is arrange a date with them that works for you, and let us know!

## What about during the install?

| Install Work                     | Accountability | Notes                                                                                                            |
|----------------------------------|----------------|------------------------------------------------------------------------------------------------------------------|
| Plumbing Work                    | ✓ Octopus      | We're trained to do the lot! We'll complete all the plumbing works, no external contractors needed.              |
| Electrical Work                  | ✓ Octopus      | We're trained to do the lot! We'll complete all the electrical works, no external contractors needed.            |
| Gas Isolation                    | ✓ Octopus      | Our installers are Gas Safe Registered.                                                                          |
| Boiler Flue Removal              | ✓ Octopus      | Only up to the last section where the flue exits the building.                                                   |
| Pipework & Cable Entrance Sealed | ✓ Octopus      | We'll fully seal up any holes from pipework & cabling entering your property to ensure it remains weather-proof. |

|                            |           |                                                                                                                                                                             |
|----------------------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Handover Pack     | ✓ Octopus | Our incredible Product Specialist team will give you all the information you need about your new system in a handy customer pack.                                           |
| Acceptable Water Quality   | Customer  | If you live in a hard water area, you'll need to install a water softener. Hard water may decrease the lifespan and efficiency of your heat pump.                           |
| Cosmetic make-good Work    | Customer  | Our installers are super careful, but should you need any cosmetic work to property following installation e.g. plastering/painting, we're not equipped to do this for you. |
| Clearance of Working Areas | Customer  | We'll need you to make all working areas accessible before we arrive.                                                                                                       |

## Our market leading heat pump service plans

Keep your heat pump in warranty with our comprehensive maintenance plans. Octopus maintenance plans are less than half the price of other providers with more cover. Sign up to our basic plan within 60 days of the heat pump commission to access the great benefits.

### Standard Warranty £0 a month

#### What's covered

- 5 year warranty for your installation (workmanship) & heat pump hardware
- 2 year warranty for other products we installed (hot water tank and radiators if required)
- No call out fees if the issue is found to be covered under warranty - if not, we charge our standard fee of £150 and the work will be quoted

You still need to arrange an annual service to validate your warranty but it doesn't need to be through us - you can use any Daikin approved [installer](#).

#### What's not covered

- Any repairs / replacements for products not covered under warranty:
  - Pipework; Connections; Electrics; Third party controls (other than the ones we installed with the heat pump)
  - Any other equipment (such as cages, brackets, external filters, heat meters, electric meters, external hoses, third party valves) connected to your heat pump
  - Any other equipment installed by a third party post commissioning
- Any damages or associated costs caused by:
  - Lack of regular maintenance or neglect
  - Accidental damage, malicious damage, misuse, any alteration or tampering with a Product
  - Maintenance servicing by any third party
  - Failure to use for normal domestic purposes
  - Lack of power or water, water contamination or scale formation or air pollution

### Basic Plan £9 a month (£108 per year)

#### What's covered

- 5 year warranty for your installation (workmanship) and all new products installed by us (including heat pump, heating controls, hot water cylinder and radiators if required)
- To receive the full 5 years warranty on all products you need to have been paying the basic plan, uninterrupted, for the duration
- No call out fees if the issue is found to be covered under warranty - if not, our standard fee of £150 and the work will be quoted

## What's not covered

- Any repairs / replacements for products not covered under warranty:
  - Pipework; Connections; Electrics; Third party controls (other than the ones we installed with the heat pump)
  - Any other equipment (such as cages, brackets, external filters, heat meters, electric meters, external hoses, third party valves) connected to your heat pump
  - Any other equipment installed by a third party post commissioning
- Any damages or associated costs caused by:
  - Lack of regular maintenance or neglect
  - Accidental damage, malicious damage, misuse, any alteration or tampering with a Product
  - Maintenance servicing by any third party
  - Failure to use for normal domestic purposes
  - Lack of power or water, water contamination or scale formation or air pollution

## Frequently asked questions

### What happens to my warranty if I don't get a service?

Just like with a car, or even a gas boiler, you need an annual service for your warranty to be valid. If you don't get in serviced annually you won't be able to claim on your warranty.

### Do I have to get my service from you?

No, you can get your service from any Daikin approved [installer](#) but you're likely to get more cover at a lower price with Octopus.

### Is the plan a 12 month term?

The basic plan is 12 months with an auto renew. We will email you 1 month before renewal to let you know in time for you to cancel if you wish.

### Do you charge cancellation fees?

If you cancel before get your annual service, you won't be charged for cancelling. If you do get your heat pump serviced, you'll be charged for the rest of your 12 month term.

### Do these prices include VAT?

Yes, the basic plan prices include VAT.

### Do I have to have an Octopus heat pump, and be an Octopus Energy customer?

These plans are just for Octopus heat pumps, but you don't need to buy your energy from us!

### Is there a limited sign up window for the service plans?

Yes, you need to've signed up for your service plan within 60 days of your heat pump being commissioned.

### What happens if the repair is not covered under warranty?

In the unlikely event that the repairs are not covered, you'll need to pay for the cost of repairs, plus our standard call-out fee (£150).

**How do I pay for my service plan?**

You'll pay for your service plan via a monthly Direct Debit payment fixed for 12 months (your plan auto-renews, but we'll give you plenty of notice when the end of your 12 month term's coming up so you can cancel if you'd like to). Your first payment will be taken 30 days after you sign up.

Find full terms and conditions here:

<https://octopus.energy/heat-pump-service-plans-terms-and-conditions/>

This contract complies with our obligations as members of both the Renewable Energy Consumer Code (RECC) and the Microgeneration Certification Scheme (MCS).

### The Renewable Energy Consumer Code

The aim of the Consumer Code is to guarantee a high quality experience for consumers wishing to buy or lease small-scale energy generation systems for their homes. The Code is backed by the Trading Standards Institute (TSI) as part of a self-regulation initiative: the Consumer Codes Approval Scheme. Members of RECC agree to comply with the Code. See [www.recc.org.uk](http://www.recc.org.uk) for more information.

### The Microgeneration Certification Scheme

MCS membership demonstrates compliance to industry standards that companies strive to meet. Membership highlights to consumers that companies are able to consistently install to the highest quality every time.

## 1. ACCEPTANCE OF PROPOSAL

1.1 The Quotation is valid for a period of 30 days from the date indicated. If you wish to proceed then you must sign both copies of this Contract, return one of these to our address and keep the other for your records. No contract is in place until we send an acknowledgement of the order to you.

1.2 Please read these terms carefully before signing them. If you need any explanations about them please contact us using the address or telephone number provided.

1.3 This agreement is governed by English law and the English courts or by the law and the courts governing where your property is if this is outside England or Wales.

Your Right to Cancel (See Section 9 below for more on your cancellation rights)

1.4 You have the right to cancel this contract without penalty during the 'cancellation period' without giving any reason. **Your cancellation period will last for 14 after you sign this contract.**

1.5 To cancel this contract you must inform us of your decision by a clear statement by letter sent by post, fax or email. You can also use the attached cancellation form, but this is not obligatory. Any advanced payments you have made will be returned to you. If you want to cancel this contract after the Cancellation Period for any reason then you may have to pay costs and we may retain all or part of your advance and further advanced payments, if made, as a contribution. See paragraph 9.1.1 for more on this.

2. OUR MAIN OBLIGATION to you is to do the work with all reasonable skill and care according to the standards set by the Microgeneration Certification Scheme (MCS) and according to the timetable set out in the Quote. Under the MCS scheme, only certified companies can enter into a contract with a customer for the sale and installation of

a system. Our MCS Certification number is: NAP/65782/21/1

2.1 We agree to carry out the work with all reasonable care and skill in the planning, installation and commissioning of the system described in the Quotation. The goods we supply will:

be of satisfactory quality; be fit for purpose; operate as we described to you; and match the model you have seen or examined.

2.1.1 We will inform you in writing of the name of any contractor engaged by us to undertake the installation of your system and we will take full responsibility for their work and their compliance with the Consumer Code.

#### The Timetable

2.2 We agree to supply the goods and carry out the installation work as specified in the timetable that we have agreed with you and which is set out in the Quotation. Your acceptance of these terms indicates that you agree to proceed using that timetable.

2.2.1 We will make every effort to complete the work by the time agreed with you. You must appreciate, however, that sometimes delays may occur for reasons beyond our control. Such reasons may include, for example, severe weather. We cannot be held responsible for those delays.

2.2.2 If such delays occur we will tell you as soon as possible and we will adjust the timetable by written agreement.

2.2.3. In the case of a delay to the delivery of goods beyond the time or period we have agreed, or where no time or period has been agreed then beyond a period of 30 days from the date you sign this contract, then you may be offered different products of equivalent specification, value and quality, so long as they are MCS certified. You can either accept that offer, wait for the products you ordered or choose to cancel the contract as detailed in section 9.2 and 9.3 below. This is in line with the Consumer Code and the Consumer Rights Act 2015.

#### Consequence of delay

##### Consequence of delay caused by us

2.2.4 You will be entitled to compensation if we cause significant or unreasonable delay due to factors within our control.

2.2.5 In the case of an unreasonable delay to the installation for reasons that are within our control then you can cancel the contract as detailed in section 9.2 and 9.3 of this Contract.

Consequences of delay caused by you

2.2.6 We will seek to accommodate small delays without recourse to compensation.

2.2.7 If any delay caused by you means that we incur extra costs then we will adjust the price accordingly. The hourly and daily costs that result from any unexpected work are described in the quote.

### 3. OUR OTHER OBLIGATIONS

3.1 We will carry out the work and all communication with you according to the Consumer Code.

3.2 We will ensure that the installation complies with the relevant MCS installer standard which in this case is MIS 3005.

3.3 Once the installed system is commissioned we will give to you any guarantees, test certificates and other relevant paperwork related to your goods and installation. We will aim to give you this when the system is commissioned but certainly no later than seven days after commissioning.

3.4 We will also give you all of the documentation required as detailed in the appropriate Microgeneration Installation Standard. If it is a requirement of the appropriate MIS installer standard, this will include the certificate showing that the installation has been registered with the MCS Installation Database. We will give you this within 10 working days of the commissioning date.

3.5 The guarantees we give you will cover the goods and installation and will comply with the Consumer Code. We will explain to you the terms of the guarantees both in writing and verbally.

3.6 We will ensure that the guarantees will be honoured should we fall into receivership, administration or bankruptcy during the term of the installer's guarantee. Please see Section 8 of this contract for details.

4. YOUR MAIN OBLIGATION to us is to make the payments due to us

The Advance

4.1 You will pay us the advance specified in the Quotation when you sign this agreement. Should you decide to cancel the contract within the 'Cancellation Period' (see section 1.3 of this Contract) we will return that advance to you in full.

4.1.1 If you pay the advance before we have inspected your house, and if we find during that inspection that the installation cannot proceed, then we will refund that advance to you in full within two weeks.

#### Advance payments

4.2 The Quotation we have given to you must explain when invoices will be sent and the amount due for each payment.

4.4 If we fall into receivership, administration or bankruptcy your advance and advance payment, if any, will be protected as detailed in section 8 of this Contract.

#### Final Payment

4.5 We will issue you with an invoice for the balance outstanding on the contract price. This will become due *only after* the installation has been commissioned.

4.5.1 In the event of any alleged minor defect with the goods or installation, then you shall not be entitled to withhold more than a proportionate amount of the sum due. If you do withhold any amount after the due date because of any alleged minor defect, then you must give us as much notice as possible and state the reasons you are withholding the payment.

#### Consequences of late payment

4.6 If you fail to pay the amount specified in an invoice by the due date then we may:

4.6.3 We may require you to return of goods. Failing this we will take legal proceedings to recover the goods or their outstanding value.

### 5. YOUR OTHER OBLIGATIONS TO US

5.1 We will advise you on the approvals and permissions that you may need but you must obtain all relevant permissions (such as planning and building consents) that are necessary before we start work on the installation. If we ask to see those permissions (and related drawings and/or specifications) you must make those available.

5.3 You, or a contractor you employ, may need to carry out preparatory work before the installation described in the Quotation can start. If so, we will describe this to you in writing. This work must be finished before the agreed date on which installation work is due to start. This work must be undertaken by competent persons and must be of the necessary quality for the installation. If this preparatory work is not finished before the agreed date on which the installation is due to start, then the conditions described in clause 2.2.7 of this Contract will apply.

#### Additional charges

5.4 Should you be in breach of conditions set out in 4.1, 4.2 and 4.3 of this Contract you may incur additional costs due to delay and/or provision of additional services. You may be required to pay reasonable compensation to cover those extra costs. If this happens then section 7 (below) of this Contract will apply.

## 6 CHANGE OF WORK

6.1 If, after signing the contract, you want to change the work, you must consult with us first. We may be able to incorporate your changes into the installation provided that:

- it is technically possible;
- we have the necessary resources;
- the necessary permissions are in place.

6.2 If we agree to this change of work you must

- confirm your request in writing; and,
- do so within 14 days of when you first tell us.

6.3 We will then adjust the price:

- by written agreement beforehand, if possible; or if not then
- by later written agreement; or if not then
- by referring to any priced documents, if this applies; or if not then
- by a reasonable amount for the work done or goods supplied.

6.4 Every change that means extra or revised work (as opposed to changes that leave something out) may mean extra costs. We will try to keep those costs to a minimum.

6.5 If, in the final design we present to you, the installation differs significantly from what we have described to you, we will draw this to your attention in writing and you will be able to cancel the contract as detailed in clause 9.4.

## 7 UNEXPECTED WORK

7.1 The Quotation given to you details the hourly or daily costs that would result from any unexpected work due to site conditions or special circumstances beyond the control of the member.

7.2 Where unexpected work arises, we will tell you and ask how you want us to proceed. If you want us to continue then section 6.3 of this Contract will apply.

## 8. DELIVERY, TITLE AND RISK and WORKMANSHIP WARRANTY

8.1 We will deliver the goods to the location detailed in the Quotation.

8.2 In case we fall into receivership, administration or bankruptcy before we deliver the goods to you we will insure the money you pay us in advance. We will also ensure that our guarantees will be honoured should we fall into receivership, administration or bankruptcy during the term of the installer's guarantee. We may do this through RECC's Deposit and Workmanship Warranty Insurance (DAWWI) scheme or an equivalent scheme.

8.3 We will provide you with details of the insurance scheme we use and you will receive a policy directly from the provider once you have signed the Contract.

#### The Client Account

8.4 We may place your advance and any advance payment made before the goods have been delivered to your property in a special 'client' or other third party account or use the protected payment scheme which the Code administrator has arranged. This money can only be used for work carried out under this Contract.

8.4.1 If we should fall into receivership, administration or bankruptcy then the money in that dedicated bank account (or held within the protected payment scheme) will be returned to you or passed to another supplier who will complete the work.

8.5 Where your money has been used to make specific purchases on your behalf, then legal title to those goods, or the proportion of them you have paid for, will pass to you. We must either deliver them to you or label them as belonging to you. Where we store the goods then we must keep them separate from our own goods and those of third parties. We must also keep the goods stored, protected, insured and identified as your property until they are delivered to you. You must be able to inspect the goods and/or repossess them.

8.6 Goods belonging to us may be delivered to the site. If the contract is terminated early for reasons detailed in section 9.3 of this Contract then, with reasonable notice, you must return and deliver the goods to us. If this happens then we will reimburse you if any of your money was used to purchase a proportion of the goods. If you do not return the goods to us, we retain the right to take legal proceedings to recover the goods or their value.

8.6.1 If the Contract is terminated early for reasons detailed under section 9.4 of this Contract then, with reasonable notice, you must return and deliver the goods to us. If this happens you may have to pay compensation for reasonable costs or losses reasonably incurred. This may be deducted from any advance or further advance payment you have already made.

8.7 Until ownership of the goods passes to you, you must:

- store the goods separately in such a way that they remain readily identifiable as our property;
- not destroy, deface or obscure any identifying mark or packaging on or relating to the goods; and,
- maintain the goods in a satisfactory condition.

#### 8.8 Our liability for failures of existing fixtures, fittings or materials:

Octopus Energy Services will not be liable for any existing fixture, fitting or materials that fail during or after completion of works due to the result of a prior incorrect installation, deterioration of quality through age, wear and tear or external influences including an increase of pressure when converting a pressurised system where it would not have been apparent at the time of installation of your new low carbon heating system.

### 9 CONTRACT CANCELLATION

#### Your rights

9.1 Your rights to a cancellation period are detailed in sections 1.4 and 1.5 of this contract.

9.1.1 If you cancel this Contract after the period referred to in sections 1.4 of this Contract then you may have to pay compensation for costs or losses reasonably incurred. We will try to keep those costs to a minimum. We have a right to retain all or part of your advance and further advance payment, if made, as a contribution.

9.1.2 If you want the work to start during the cancellation period referred to in section 1.4 then you must request this in writing and sign the request. If we start the work on the installation and you later decide to cancel the contract within the cancellation period described in section 1.4 then you may be responsible for the costs of the goods and services already supplied and for making good the property.

9.2 If there is a serious delay to the delivery of goods or installation for reasons that are outside your control then you will be entitled to cancel the contract and receive a full refund. This is in line with the Consumer Code and the [Supply of Goods and Services Act 1982].

9.3 Additionally, if we are in breach of our obligations as detailed in this Contract then you have a range of remedies that will apply depending on the circumstances. If we breach the contract for the supply of services, then you are entitled to:

- a repeat performance of the service; or
- a price reduction.

If any of the goods that we supply are faulty, incorrectly installed, incorrectly described, or not fit for purpose, you can:

- request a repair or a replacement; or,
- reject the goods and claim a refund or claim compensation.

You cannot seek the remedies described in 9.2 and 9.3 if you change your mind about the contract or you decide you no longer want some or all of the components.

#### Our rights

9.4 As detailed in 6.5 above, you will be able to cancel the contract (and have any advance or advance payment refunded) if, in the final design we present to you, the installation differs significantly from what we have described to you.

9.5 If you are in serious breach of your obligations as set out in this Contract and you fail to remedy that breach within 14 days of receiving written notice from us about that breach, then we have a right to cancel the contract. We must give you reasonable opportunity to put right the alleged breach.

9.6 If we suffer a loss as a result of your breach of contract, we will take reasonable steps to prevent the loss from getting worse. If your breach of contract leads to a cancellation then you may have to pay compensation for reasonable costs or losses reasonably incurred.

## 10 DISPUTE RESOLUTION

10.1 If at any time a dispute arises between you and us that cannot be resolved you can refer the matter to be handled through RECC's dispute resolution procedure provided it falls within their remit, which is disputes relating to the sale and installation of domestic renewable energy systems. We must agree to follow this procedure if that is your wish. RECC is certified through the Chartered Trading Standards Institute as an Alternative Dispute Resolution provider. You can find further information on the RECC website [www.recc.org.uk/consumers/how-to-complain](http://www.recc.org.uk/consumers/how-to-complain)

10.2 If you register a dispute with RECC it will be allocated to a caseworker, who will mediate between both parties in an attempt to resolve the dispute. Mediation aims to reach a non-legal solution to the dispute in a reasonable timescale.

10.3 If an agreement is not reached through mediation for any reason, you can refer the matter to RECC's independent arbitration service and we must agree to arbitration if that is your wish. You would have to pay a small fee directly to the arbitration provider, which may be refunded to you if the arbitrator finds in your favour.

10.4 An award made under the independent arbitration service will be final and legally binding on you and us. You and we may only challenge the award on certain limited grounds under the Arbitration Act 1996.

10.5 Disputes that relate to the MCS Installer Standards can be referred to our MCS Certification Body.

