



TERMS AND CONDITIONS

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Eco Solar Equipment Ltd Privacy Policy

What information do we collect?

We collect information from you when you register for any of our services, place an order or fill out a form. When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number. You may however, visit our website anonymously.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalise your experience (your information helps us to better respond to your individual needs)
- To improve our website (we strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.
- To administer a site feature
- To send periodic emails the email address you provide for order processing, will only be used to send you updates and information pertaining to your order. If you decide to opt-in to our mailing list, you will receive emails that may include company news, updates, related product or service information etc.

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you place an order or access your personal information via our website. No sensitive debit or credit information is taken online.

Do we use cookies?

Yes (Cookies are small files that a site or its service provider transfers to your computers hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognise your browser and capture and remember certain information.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly and will restrict your use of the website. However, you can still place orders over the telephone or by contacting customer service.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Online Privacy Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.

Terms and Conditions

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at www.ecosolarequipment.co.uk

Your Consent

By using our site, you consent to our website privacy policy.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

Contacting Us

If there are any questions regarding this privacy policy you may call us: on 01865 882602 or email at: info@ecosolarequipment.co.uk

Warranty and Faulty Goods Returns Policy

All goods are guaranteed free from defects in materials and workmanship under normal use for a period of 12 months from the date of delivery or such other period as negotiated against specific contracts. This does not affect your statutory rights.

Eco Solar Equipment Ltd must be notified in writing of any goods which are the subject of a guarantee claim within 3 days of a fault developing or becoming apparent.

Exchange

A Repair/Returns Form must be completed by the customer before any new or replacement units are dispatched. The new or replacement item will be invoiced and dispatched at the normal price. On return of the faulty item a credit note will be raised.

Exchanged units are only dispatched if the customer is within their credit terms, unless the outstanding invoice covers the goods that are in question as being faulty.

Eco Solar Equipment Ltd does not accept liability or costs incurred from consequential losses associated with the faulty equipment.

The appropriate Returns Authorisation Number must be clearly marked on the package of the returned product.

Eco Solar Equipment Ltd will not refund delivery charges incurred for incorrectly ordered goods. If the goods are faulty and require exchange, Eco Solar Equipment will arrange collection free of charge.

Inverters

The warranty for all our inverters is 5 years from invoice date. This warranty can be extended by purchasing an extended warranty.

How it works

- Customer is required to complete an Eco Solar Equipment Repair/Returns Form and given a returns authorisation (RA) code.
- A replacement Inverter is sent to the customer.
- The inverter supplier will arrange the collection of the said inverter from site or Eco Solar Equipment Ltd . When the Inverter arrives at their service Department, they will transfer the warranty date code.

Our inverters can also be repaired at approved Service Partner organisations, please contact ESE for more information.

PV Panels

The warranty for the pv panels that we supply against failure due to defective materials in manufacture varies between 2 and 5 years.

Panel manufacturers also warranty that their panels performance will be no less than 90% , for 10 years, and 80% , for 20 years, of the original minimum rated power specified at the time of sale.

How it works

- Customer is required to complete an Eco Solar Equipment Repair/Returns Form and given a returns authorisation (RA) code.
- The completed form is scanned and emailed to the panel manufacturer.
- They will then process the claim and advise if credit or replacement is required.
- If a replacement of a superseded module is required, the manufacturer will supply Eco Solar Equipment Ltd with a replacement module, otherwise Eco Solar Equipment Ltd will supply from their stocks and request Credit from the said manufacturer.
- The faulty module must be returned to Eco Solar Equipment Ltd within 7 days of the supply of the replacement, using the packaging of the replacement module.
- The manufacturer will arrange collection of the faulty module from Eco Solar Equipment Ltd.

Flat Plate Collectors

Eco Solar Equipment Ltd. Flat Plate Collectors carry a guarantee for workmanship and materials for a period of 5 years from the date of delivery.

How it works

- Customer completes an Eco Solar Equipment Repair/Returns Form and is given a returns authorisation (RA) code
- Form is faxed or emailed back to Eco Solar Equipment
- A replacement collector is sent to the Customer
- Eco Solar Equipment will arrange collection of the faulty collector.

Evacuated Tube Collectors

Eco Solar Equipment Ltd. Flat Plate Evacuated Tubes carry a guarantee for workmanship and materials for a period of 5 years from the date of delivery.

How it works

- Customer completes an Eco Solar Equipment Repair/Returns Form and is given a returns authorisation (RA) code.
- Form is faxed or emailed back to Eco Solar Equipment
- A replacement collector is sent to the Customer
- Eco Solar Equipment will arrange collection of the faulty collector.

Copper Cylinders

The copper storage vessel is guaranteed for ten years and if it proves to be defective either in materials or workmanship, we will either repair or supply replacement at our option with the closest substitute in the case of any obsolete cylinder.

How it works

- Customer completes an Eco Solar Equipment Repair/Returns Form and is given a returns authorisation (RA) code.
- Form is faxed or emailed back to Eco Solar Equipment.
- A replacement cylinder is sent to the Customer. This will be free of all charge during the first year after delivery. Thereafter at a charge of one-tenth of the then current list price and any copper price supplement and delivery charge during the second year after delivery by us and increasing by a further one-tenth on the second and subsequent anniversary of delivery.
- Eco Solar Equipment will arrange collection of the faulty cylinder.

Stainless Steel Cylinders

If the stainless steel cylinder develops a leak we will ask for a deposit against the supply of a new one until it has been examined by us. This will be refunded if the failure is within the 25 year term of the warranty.

How it works

- Customer completes an Eco Solar Equipment Repair/Returns Form and is given a returns authorisation (RA) code.
- Form is faxed or emailed back to Eco Solar Equipment.
- A deposit is taken and a new cylinder supplied.
- Faulty item is returned back to Eco Solar Equipment for testing.
- Eco Solar Equipment Ltd will refund the deposit if a fault is found.

All other items Repairs & Returns

These are covered by standard warranty of 1 year from date of purchase.

How it works

- Customer completes an Eco Solar Equipment Repair/Returns Form and is given a returns authorisation (RA) code.
- Form is faxed or emailed back to Eco Solar Equipment.
- Faulty item is returned back to Eco Solar Equipment for testing.
- Eco Solar Equipment Ltd will endeavor to repair or exchange item to customer within 5 working days from receipt.

Cancellation Policy

No returns are permitted without prior consent. A customer has the right to cancel an order for goods within 7 working days of receipt of the goods.

Notification of intention to cancel should be received by Eco Solar Equipment Ltd within the cooling off period in writing. "Writing" includes letter or e-mail sent to Eco Solar Equipment Ltd at its registered address.

On receipt of notice within the cooling off period, Eco Solar Equipment Ltd will refund the sale price of the goods only if they are returned in a re-saleable condition.

Delivery Policy

Method of Delivery

All deliveries of equipment are made by carrier free of charge to mainland UK addresses only. Smaller items may be sent by the standard Royal Mail service.

Time of Delivery

Delivery is typically 14 to 21 days from the date of receipt of payment subject to availability.

Order Tracking

Customers may request the latest information on the status of their delivery at any time via the Eco Solar Equipment Ltd order helpline 01865 882602.

Contacting Us

To contact Eco Solar Equipment Ltd for any reason either complete the online form on our company website www.ecosolarequipment.co.uk or telephone the helpline on 01865 882602.