

WEBSITE AND SERVICE TERMS AND CONDITIONS

Terms applying to SES quotations, orders, goods, services and website use

DOCUMENT CONTROL	DETAIL
Document	Website and Service Terms and Conditions
Reference	SES-TC-GEN-01
Revision	C01 — Issued
Prepared by	Thomas Howe — Synapse Energy Solutions
Effective date	03 September 2026
Application	All SES quotations, orders and website users, as stated in clause 2

IMPORTANT These terms form part of a Contract only where the SES Quotation or order confirmation refers to document SES-TC-GEN-01. Please read them before accepting a Quotation and keep a copy with the project documents.

1. About us

- 1.1 Synapse Energy Solutions is the trading name of Thomas Howe, a sole trader (referred to in these terms as “**SES**”, “**we**”, “**us**” or “**our**”).
- 1.2 Our principal place of business and address for correspondence is 19 Culver Lane, Chudleigh, Devon, TQ13 0PQ.
- 1.3 Our contact details are:
- telephone: 0330 1337752;
 - email: hello@synapse-es.co.uk.
- 1.4 We provide electrical engineering consultancy, design, installation, commissioning, maintenance and technical support, including renewable energy, off-grid, backup, hybrid power and battery storage systems.

2. How these terms apply

- 2.1 These terms contain:
- **Part A**, which applies to everyone who uses our website;
 - **Part B**, which applies whenever we supply goods or services under a quotation that refers to these terms; and
 - **Part C**, which gives additional information and rights to Consumers.
- 2.2 A “**Consumer**” is an individual acting wholly or mainly outside their trade, business, craft or profession. A “**Business Customer**” is any customer who is not a Consumer.
- 2.3 In these terms:
- “**Contract**” means the agreement between SES and the Customer;
 - “**Customer**”, “**you**” or “**your**” means the person named in our Quotation;
 - “**Goods**” means the equipment, materials and other goods we agree to supply;
 - “**Quotation**” means our written proposal, quotation, scope or order confirmation;
 - “**Services**” means the design, consultancy, installation, commissioning, maintenance or support services we agree to provide; and
 - “**Site**” means the property, vessel, vehicle or other location at which the Services are to be performed or the Goods installed.
- 2.4 If there is a conflict between documents forming the Contract, the following order of priority applies:
1. a written variation signed or expressly agreed by both parties;
 2. our order confirmation;
 3. the Quotation, including its scope, assumptions and exclusions; and
 4. these terms.
- 2.5 Any Customer terms contained in a purchase order or other document do not apply unless we expressly accept them in writing. This clause does not limit any right a Consumer has by law.

Part A — Website use

3. Information on our website

- 3.1 Our website provides general information about SES and our services. Website content is not a quotation, an offer, or site-specific engineering advice. A project must be assessed against its particular loads, conditions, constraints and intended use.
- 3.2 We take reasonable care over website content, but technical information, examples, indicative performance and product availability may change. Before relying on information for a project, please ask us to confirm it in writing as part of a Quotation.
- 3.3 Nothing on our website is a promise that a particular technology, output, saving, payback period, level of autonomy, grid connection or approval will be suitable or achievable at a particular Site.
- 3.4 We may update, suspend or withdraw any part of the website without notice. We do not guarantee uninterrupted or error-free access.

4. Acceptable use

- 4.1 You may use our website only for lawful purposes. You must not knowingly:
- misuse the website or attempt to gain unauthorised access to it, its server or connected systems;
 - introduce malware or other harmful material;
 - interfere with the website's operation or security;
 - use automated means to extract substantial amounts of content without our written permission; or
 - use our content in a misleading way or imply that SES endorses a third party without our written permission.

5. Website intellectual property and links

- 5.1 Unless stated otherwise, SES or its licensors owns the intellectual property rights in our website and its content. You may view and print reasonable extracts for personal or internal business reference, but you must not reproduce, adapt, sell or commercially exploit our content without written permission.
- 5.2 Third-party links are provided for convenience. We do not control third-party websites and are not responsible for their content, security or availability.
- 5.3 Our separate Privacy Notice and Cookie Notice, where applicable, explain how we handle personal information and use cookies. They are made available on our website.

Part B — Supply of goods and services

6. Quotations and formation of the Contract

- 6.1 Unless the Quotation states otherwise, it is open for acceptance for 30 days from its date. It may be withdrawn before acceptance.
- 6.2 A Quotation is based on the information available when it is prepared. It is not an offer capable of acceptance unless it expressly says so. Your order is an offer to enter into a Contract. The Contract is formed only when we confirm acceptance in writing or begin the agreed work with your authority, whichever happens first.
- 6.3 If our Quotation requires a deposit, mobilisation payment or signed acceptance, we are not required to reserve dates, order Goods or begin work until it has been received.
- 6.4 If you place an order for another person or organisation, you confirm that you have authority to bind them. If you do not, you may be personally responsible for the order.
- 6.5 Descriptions, drawings and illustrations are intended to explain the proposed solution. Minor differences that do not materially reduce function, safety or quality will not be a breach of Contract.

7. Scope and standards

- 7.1 We will provide the Goods and Services described in the Quotation with reasonable care and skill and in accordance with applicable law. Where relevant to the agreed scope, we will have regard to the standards, manufacturer instructions and network requirements identified in the Quotation.
- 7.2 Only items expressly included in the Quotation are included in the price. Unless the Quotation says otherwise, the following are excluded:
- planning permission, listed-building consent, building control approval, landlord or freeholder consent;
 - structural surveys, calculations or strengthening works;
 - asbestos surveys, hazardous-material removal and making good concealed contamination;
 - excavation, trenching, scaffolding, lifting equipment, specialist access or traffic management;
 - distribution network operator (“DNO”) charges, metering work, electricity-supply upgrades and third-party fees;
 - internet, mobile signal or third-party software subscriptions;

- decoration or making good beyond the specific work described; and
- work to remedy existing defects or non-compliances that were not reasonably apparent when we quoted.

7.3 A survey or inspection is limited to reasonably accessible and visible areas unless the Quotation expressly includes intrusive investigation. We are not responsible for a concealed condition that could not reasonably have been identified before work started, but we will explain its effect and agree any necessary change under clause 12.

7.4 We may stop or refuse work that we reasonably believe would be unsafe, unlawful, contrary to manufacturer instructions or professional obligations, or likely to damage property or equipment. We will explain the reason and, where reasonably possible, what is needed before work can continue.

8. Design information, assumptions and performance

8.1 You are responsible for providing complete and accurate information about the Site, loads, usage patterns, existing systems, operating requirements, known defects and future changes that may affect the project. We may rely on that information.

8.2 Energy yield, consumption, autonomy, battery duration, savings, payback, generation and similar figures are estimates unless the Quotation expressly identifies a figure as a guaranteed performance commitment. Actual results can be affected by weather, shading, usage, tariffs, equipment settings, degradation, maintenance, grid conditions and other matters outside our control.

8.3 You must tell us before accepting the Quotation if any particular outcome or use is essential. It will form part of the Contract only if we confirm it in writing.

8.4 A design is prepared for the Site, purpose, inputs and constraints stated in the Quotation. It must not be reused at another site, altered, or used for a different purpose without our written review.

8.5 Unless the Quotation says otherwise, our design is based on the law, standards and official requirements in force at the date of the Quotation. A later change may require a variation to price, design or programme.

9. Your responsibilities

9.1 You must, when reasonably required:

- give us safe, timely and unobstructed access to the Site and relevant equipment;
- provide working power, water, welfare and parking facilities appropriate to the work;
- obtain permissions and consents allocated to you in the Quotation;
- identify asbestos, hazardous materials, buried services, hidden utilities and known Site risks;
- secure valuables and keep children, pets, occupants and other contractors away from working areas;
- provide accurate drawings, records and information in sufficient time;
- ensure that existing equipment, structures and services not supplied by us are suitable for their intended interface with our work; and
- make decisions and approvals without unreasonable delay.

9.2 You must not energise, alter, move, open, reconfigure or permit a third party to work on incomplete work or installed equipment contrary to our instructions.

9.3 If you do not meet these responsibilities, we may suspend work and charge the reasonable additional cost and time directly caused, after explaining the issue and giving you a reasonable opportunity to put it right where practicable.

10. Goods, availability and substitutions

10.1 Goods are subject to availability. If specified Goods become unavailable or their delivery would cause material delay, we will propose a suitable alternative. We will not make a material substitution without your agreement.

10.2 Product images and samples illustrate general appearance only. Natural or manufacturing variations that do not materially affect quality, safety or performance may occur.

10.3 Manufacturer specifications, firmware, cloud services and product features may be changed by the manufacturer. We are responsible for selecting and supplying Goods with reasonable care, but we do not control later manufacturer or third-party changes.

11. Price and payment

11.1 The price and payment stages are set out in the Quotation. The stated price is the total price payable unless the Quotation clearly identifies an additional charge.

11.2 An **estimate** is an informed indication, not a fixed price. A **fixed quotation** will not change unless:

- you request or agree to a variation;
- information supplied by you is incomplete or inaccurate;
- an unforeseen Site condition arises;
- an authority, DNO or change in law or standards requires different work; or
- the Quotation expressly allows an adjustment.

Any adjustment will be dealt with under clause 12.

- 11.3 You must pay valid invoices by the date shown on the invoice or, if no date is shown, within 14 days of the invoice date. You must notify us promptly of any genuine query and pay any undisputed amount on time.
- 11.4 For Consumers, we may charge interest on an overdue undisputed amount at 4% per year above the Bank of England base rate, calculated daily, after giving at least 14 days' written notice. We will not charge interest while a genuine dispute is being addressed.
- 11.5 For Business Customers, we may claim interest, fixed compensation and reasonable recovery costs under the Late Payment of Commercial Debts (Interest) Act 1998, where it applies.
- 11.6 A deposit or advance payment is part-payment of the price. It is not automatically non-refundable. If the Contract ends, we will account for it against sums properly due, including completed work, Goods ordered for the project and reasonable irrecoverable commitments, and refund any balance. Part C takes priority where a Consumer exercises a statutory cancellation right.
- 11.7 Legal title to unfixed Goods supplied by us remains with us until they have been paid for in full. Risk of loss or damage passes when the Goods are delivered into your physical possession or that of a person you nominate. This clause does not allow us to remove Goods that have become fixtures without a lawful right to do so.

12. Changes and unforeseen work

- 12.1 Either party may propose a change. Before carrying out a material change, we will normally describe the change and its effect on price and timing and obtain your written agreement.
- 12.2 If immediate work is reasonably necessary to remove an imminent danger, prevent significant damage or comply with a legal safety obligation, we may make the area safe without prior agreement where it is not reasonably possible to contact you. We will tell you as soon as possible. Any further remedial work will require agreement.
- 12.3 If omitted, defective or non-compliant existing work prevents us from safely completing the agreed scope, we may suspend the affected work while the parties agree how to proceed. You may use another competent contractor for work outside our scope.

13. Timing and delay

- 13.1 Dates are estimates unless the Quotation expressly states that a date is guaranteed. We will perform the Services within the agreed period or, if no period is agreed, within a reasonable time.
- 13.2 We will use reasonable efforts to limit and communicate delay. We are not responsible for delay caused by an event outside our reasonable control, including severe weather, Site conditions, supply-chain disruption, utility or communications failure, DNO or authority delay, industrial action, emergency, or Customer delay.
- 13.3 If an event outside our control is likely to cause a substantial delay, either party may discuss a revised programme. A Consumer may have legal rights to end the Contract where performance is not provided at the agreed time or within a reasonable time; nothing in these terms restricts those rights.

14. Delivery, installation and Site care

- 14.1 You must provide a secure and suitable place for Goods delivered to the Site before installation. You must not use or dispose of them before installation without our written agreement.
- 14.2 We will take reasonable care to avoid unnecessary damage. Installation may require drilling, cutting, lifting, access openings or temporary interruption of electrical and other services. We will tell you about material foreseeable disruption.
- 14.3 Unless included in the Quotation, we are not responsible for redecorating or matching existing finishes. We remain responsible for physical damage caused by our failure to use reasonable care and skill.

15. Testing, completion and handover

- 15.1 We will test and commission the work to the extent required by the agreed scope and applicable requirements. We will provide certificates, manuals and handover information that we are legally required or have expressly agreed to provide.
- 15.2 **"Practical Completion"** occurs when the work is complete apart from minor items that do not materially prevent safe, beneficial use for its intended purpose. We will record and complete agreed minor outstanding items within a reasonable time.
- 15.3 You should tell us promptly about any apparent defect or incomplete item so that we can investigate and, where appropriate, put it right. Delay in notification may make investigation more difficult but does not remove a Consumer's legal rights.
- 15.4 You are responsible for operating and maintaining the system in accordance with the handover information and manufacturer instructions, including any required inspections, servicing, software updates and consumable replacements.

16. DNOs, authorities and other third parties

- 16.1 Where our scope includes an application or submission, we will prepare and administer it with reasonable care and skill. Unless expressly guaranteed in the Quotation, we cannot guarantee approval, connection capacity, an authority's decision, its processing time, or the requirements or charges it imposes.
- 16.2 DNOs, electricity suppliers, metering providers, planning authorities, building control bodies, internet providers, software platforms and manufacturers are independent third parties. We are not responsible for their acts or omissions unless we expressly contract to supply the relevant outcome or we are legally responsible for a subcontractor we have appointed.
- 16.3 You remain responsible for contracts and charges entered into directly with a third party. We will identify known third-party charges where reasonably possible, but they are not included in our price unless the Quotation says they are.

17. Warranties and faults

- 17.1 Goods may carry a manufacturer's warranty. We will provide available warranty details and, where permitted, pass the benefit to you. Manufacturer warranties are additional to, and do not replace, a Consumer's statutory rights against us.
- 17.2 Unless the Quotation gives a longer period, we guarantee our installation workmanship for 24 months from Practical Completion. The warranty applies to work carried out at Sites in the United Kingdom unless the Quotation states otherwise. If a defect arises during that period as a direct result of our failure to carry out the installation work with reasonable care and skill, we will investigate and, where we are responsible, repair the defect or repeat the affected work within a reasonable time and without charge.
- 17.3 You must tell us promptly after becoming aware of a suspected workmanship defect, provide reasonable details and give us a reasonable opportunity to inspect and put it right. If there is an immediate safety concern, isolate the affected equipment where it is safe and lawful to do so and contact us promptly. Do not interfere with electrical equipment unless competent and authorised.
- 17.4 For work permanently installed at a Site, the unexpired part of the workmanship warranty may be transferred without charge with ownership of the Site or installed system. The new owner should notify us in writing and provide the Site details, completion documents and reasonable evidence of the change of ownership.
- 17.5 The workmanship warranty does not cover a fault or damage caused by:
- fair wear and tear, consumable items or normal deterioration;
 - accidental or deliberate damage, misuse, neglect or operation outside the agreed design basis;
 - failure to follow handover information, manufacturer instructions or reasonable maintenance requirements;
 - alteration, repair, relocation, reconfiguration or other work by someone other than SES;
 - a defect in, or incompatibility with, existing or Customer-supplied equipment, structures, wiring or services;
 - environmental conditions, pests, flooding, fire, lightning, power-quality events, communications failure or another external event outside the agreed design basis; or
 - inaccurate or incomplete information supplied by the Customer,
- except to the extent that our breach of Contract or failure to use reasonable care and skill caused or contributed to the problem.
- 17.6 The workmanship warranty covers our installation work. A fault within the Goods themselves is dealt with under the applicable manufacturer's warranty and the Customer's contractual and statutory rights. We remain responsible where damage to Goods or other property was caused by our incorrect installation or other breach.
- 17.7 Repair or repeat work under this warranty does not restart the original 24-month period. Any longer guarantee, insurance-backed guarantee or mandatory scheme protection expressly identified in the Quotation or handover documents will apply according to its own terms.
- 17.8 If an inspection reasonably establishes that there is no defect covered by this warranty, we may charge a reasonable inspection or call-out cost only where we told you about that possible charge before attending.
- 17.9 This workmanship warranty is provided at no additional charge. It is additional to, and does not limit, any contractual or statutory rights. Expiry of the 24-month warranty does not mean that a Consumer's statutory rights have expired.
- 17.10 If you believe Goods or Services are faulty, contact us using the details in clause 1. If we are responsible, we will provide the remedy required by the Contract and applicable law. Consumers may be entitled to repair, replacement, repeat performance, a price reduction, rejection or refund depending on the circumstances.

18. Suspension and ending the Contract

- 18.1 Either party may end the Contract by written notice if the other:
- commits a serious breach that cannot be put right; or
 - commits a breach that can be put right but fails to do so within a reasonable period after receiving written notice.
- 18.2 We may suspend or end the Contract if an undisputed payment remains overdue after written notice and a reasonable opportunity to pay, or if continuing would be unsafe or unlawful.

18.3 You may cancel for convenience at any time by written notice. Unless a statutory cancellation right in Part C applies, you must pay only for:

- Services properly performed up to cancellation;
- Goods supplied or ordered specifically for your project that we cannot reasonably cancel, return or use elsewhere;
- reasonable demobilisation or reinstatement work; and
- other reasonable direct losses caused by the cancellation, less costs we save or can reasonably avoid. We will provide a reasonable breakdown on request and will not impose a disproportionate cancellation charge.

18.4 If, outside a statutory cancellation right, you cancel after we have ordered standard Goods for your project and those Goods can be returned, the amount payable under clause 18.3 may include the supplier's actual restocking charge and our reasonable direct costs of return transport, insurance, handling, inspection and repackaging. We may also account for any actual reduction in resale value caused by the cancellation or the condition of the returned Goods. We will take reasonable steps to reduce these losses, give you a breakdown on request, and will not charge more than our actual net direct loss or 25% of the price of the affected Goods, whichever is lower.

18.5 No restocking or project-goods cancellation charge applies where we cancel without fault by you, where the cancellation results from our breach, or where Goods are faulty, damaged when supplied, not as described or not fit for purpose. If a Consumer uses a statutory change-of-mind right, clause 26 applies instead of clause 18.4; in particular, there is no restocking fee, although the Consumer may be responsible for disclosed return costs and diminished value where the law permits.

18.6 If we end the Contract without fault by you, we will refund amounts paid for Goods or Services not supplied. If the Contract ends because of your breach, clauses 11.6, 18.3 and 18.4 apply so far as relevant.

18.7 Ending the Contract does not affect rights and liabilities already accrued.

19. Intellectual property in project documents

19.1 SES and its licensors retain ownership of pre-existing methods, know-how, templates and intellectual property, and of intellectual property created in providing the Services unless the Quotation states otherwise.

19.2 Once all relevant invoices have been paid, we grant you a non-exclusive, perpetual licence to use the final project documents for operating, maintaining and completing the project at the Site and for obtaining relevant approvals. You may provide them to professional advisers, authorities, operators and contractors for those purposes.

19.3 You must not use a draft as a final design, remove status or revision markings, reuse a design at another site, or modify a design without appropriate competent review. We are not responsible for unauthorised changes or uses.

19.4 You confirm that we may lawfully use materials you provide for the project. We will not publish your name, address, confidential project information or identifiable photographs for marketing without permission.

20. Confidentiality and personal information

20.1 Each party must keep the other's confidential technical and commercial information confidential, except where disclosure is necessary to perform the Contract, obtain professional advice, comply with law, or deal with an authority or insurer.

20.2 We process personal information in accordance with applicable data-protection law and our Privacy Notice, which is made available on our website.

21. Liability

Consumers

21.1 If you are a Consumer, we are responsible for loss or damage that is a foreseeable result of our breach of the Contract or failure to use reasonable care and skill. Loss is foreseeable if it was obvious that it would happen or both parties knew it might happen when the Contract was formed.

21.2 We do not accept liability for business losses suffered by a Consumer, including loss connected with a trade, business, craft or profession.

21.3 Nothing in these terms excludes or restricts liability that cannot lawfully be excluded or restricted, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or breach of a Consumer's statutory rights.

Business Customers

21.4 If you are a Business Customer, neither party is liable to the other for indirect or consequential loss, or for loss of profit, revenue, anticipated saving, contract, business opportunity or goodwill, except where the Quotation expressly allocates that risk.

21.5 Subject to clause 21.6, SES's total aggregate liability to a Business Customer arising out of or in connection with a Contract, whether in contract, tort (including negligence), breach of statutory duty or otherwise, will not exceed the total price paid or payable under that Contract.

- 21.6 Nothing in these terms limits or excludes either party's liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, deliberate default, or any liability that cannot lawfully be limited or excluded.
- 21.7 The Business Customer is responsible for maintaining appropriate backups, business-continuity arrangements and insurance unless the Quotation expressly makes these part of our scope.

22. Complaints and dispute resolution

- 22.1 Please raise any concern promptly by contacting hello@synapse-es.co.uk or 0330 1337752. We will acknowledge the complaint, investigate it fairly and explain our proposed response.
- 22.2 We are not committed to using a particular alternative dispute resolution (“ADR”) provider unless the Quotation states otherwise or the law requires it. If a Consumer complaint cannot be resolved directly, we will tell the Consumer whether we are willing or required to use an approved ADR provider and provide the information required by law.
- 22.3 Nothing in this clause prevents either party from using the courts. Consumers may also seek independent advice from Citizens Advice.

23. General terms

- 23.1 We may use suitably competent employees and subcontractors to perform the Contract. We remain responsible for Services performed by our subcontractors as required by law.
- 23.2 You may not transfer the Contract without our written agreement, which we will not unreasonably withhold. We may transfer it as part of a genuine transfer of our business if this does not reduce a Consumer's rights or protections.
- 23.3 If a court finds part of these terms unlawful or unenforceable, the remainder will continue in effect.
- 23.4 A delay in enforcing a right is not a waiver of that right.
- 23.5 No person other than SES and the Customer has a right to enforce the Contract under the Contracts (Rights of Third Parties) Act 1999, except where the Contract expressly states otherwise.
- 23.6 For Business Customers only, the Contract is the entire agreement relating to its subject matter. The Business Customer confirms that it has not relied on a statement not set out in the Contract, but nothing excludes liability for fraud or fraudulent misrepresentation. This clause does not apply to Consumers or exclude written or spoken information that is binding under consumer law.

24. Governing law and courts

- 24.1 The Contract and any non-contractual dispute are governed by the law of England and Wales.
- 24.2 A Business Customer agrees that the courts of England and Wales have exclusive jurisdiction.
- 24.3 A Consumer may bring proceedings in the courts of the part of the United Kingdom in which they live. A Consumer who lives elsewhere retains any mandatory protection and right to use local courts that cannot lawfully be excluded.

Part C — Consumer cancellation rights

25. Your right to change your mind

- 25.1 This Part applies only if you are a Consumer and the Contract is made entirely at a distance (for example, by telephone or email) or away from our business premises (for example, during a visit to your home). It does not normally give a change-of-mind right for a Contract agreed at our business premises, although your other statutory rights still apply.
- 25.2 Subject to the exceptions below, you may cancel without giving a reason:
- for a service contract, within 14 days after the day the Contract is entered into;
 - for a contract for Goods, within 14 days after the day you or a person you nominate receives the Goods;
 - for several Goods delivered separately under one order, within 14 days after the day the last item is received; or
 - for Goods delivered regularly over a defined period, within 14 days after the day the first item is received.
- 25.3 To cancel, you must tell us clearly before the cancellation period ends. You may use the model form in clause 27, but you do not have to. Send your notice to hello@synapse-es.co.uk or to the postal address in clause 1. Keep evidence of sending it.

26. Work during the cancellation period and exceptions

- 26.1 We will not begin Services during the 14-day cancellation period unless you expressly ask us to do so.
- 26.2 If you ask us to begin during that period and then cancel, you must pay a proportionate amount for Services properly supplied up to the time you tell us to cancel. The amount will reflect the agreed total price and the work performed. You will not have to pay this amount if we failed to give you the information required by law or you did not expressly request an early start.

- 26.3 If, at your express request, the Services are fully performed during the cancellation period, your right to cancel the completed Services ends only if you acknowledged beforehand that it would end on full performance.
- 26.4 The change-of-mind cancellation right does not apply to Goods made to your specifications or clearly personalised. It may therefore not apply to some bespoke assemblies, configured equipment or specially manufactured components. We will identify any such Goods before you order. This exception does not affect your rights if Goods are faulty, not as described or not fit for purpose.
- 26.5 The cancellation right does not apply to a contract for urgent repairs or maintenance at your home where you specifically asked us to visit for that purpose, so far as the work and replacement parts are strictly necessary for that urgent request. It still applies to additional Services or Goods supplied during the visit that are not part of the urgent work.
- 26.6 If you cancel Goods that have been delivered and are not excluded under clause 26.4:
- you must return them or allow us to collect them without undue delay and no later than 14 days after telling us you are cancelling;
 - unless we offered to pay, you are responsible for the direct cost of return or collection disclosed before the Contract was made;
 - you are responsible for any reduction in value caused by handling beyond what is necessary to establish the nature, characteristics and functioning of the Goods; and
 - we may withhold the refund until we receive the Goods or evidence that you returned them, whichever is earlier.
- 26.7 We will make any refund due without undue delay and within the period required by law, using the original payment method unless agreed otherwise. For cancelled Goods, this includes the cost of standard outbound delivery but not any extra cost of a more expensive delivery method you selected.
- 26.8 If Goods have been incorporated into your property before cancellation at your express request, contact us promptly. The parties will arrange safe disconnection or collection where legally required and reasonably practicable. You must not remove or interfere with electrical equipment unless competent and authorised to do so.

27. Model cancellation form

Complete and return this form only if you wish to cancel the Contract. You may instead send any other clear statement that you wish to cancel.

SEND TO Synapse Energy Solutions, 19 Culver Lane, Chudleigh, Devon, TQ13 0PQ | hello@synapse-es.co.uk

I/We give notice that I/We cancel my/our contract for the supply of the Goods and/or Services identified below.

Goods and/or Services	
Ordered on / received on	
Name of Consumer(s)	
Address of Consumer(s)	
Signature of Consumer(s) (only if sent on paper)	
Date	

Delete as appropriate.