

TERMS AND CONDITIONS

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Quotation & Acceptance Terms

These Quotation & Acceptance Terms apply to all quotations issued by **Wyneco Ltd t/a Wyneco Electrical and Solar** ("Wyneco Electrical and Solar", "we", "us", "our") and form part of the contract once a quotation is accepted.

1. Quotations

1.1 All quotations are prepared based on the information available at the time, including:

- Customer-provided details
- Surveys (where carried out)
- Standard installation assumptions
- Visible site conditions

1.2 Quotations include only the works, materials, and services expressly stated.
Anything not listed is excluded unless agreed in writing.

1.3 Quotations are valid for **14 days** from the date of issue unless stated otherwise.

1.4 If a quotation has not been accepted within its stated validity period, Wyneco Electrical and Solar reserves the right to revise pricing to reflect changes in material costs, manufacturer pricing, regulatory requirements, or supply conditions.

2. Acceptance & Contract Formation

2.1 A contract is formed when the Customer:

- Accepts a quotation via our online proposal system, **or**
- Confirms acceptance in writing (email or digital confirmation), **or**
- Instructs Wyneco Electrical and Solar to proceed with works

2.2 Acceptance confirms agreement to:

- The quotation
- The stated scope of works
- These Terms & Conditions
- Any referenced policies or linked documents

2.3 Verbal discussions do not override written quotations or terms.

2.4 No variation to the Contract shall be binding unless agreed in writing.

3. Scope of Works & Assumptions

3.1 Quotations are based on **standard installation assumptions**, including but not limited to:

- Reasonable access
- Safe working conditions
- Standard routing of cables
- Existing electrical systems being compliant and serviceable

3.2 Where works relate to **existing installations**, Wyneco Electrical and Solar is not responsible for:

- Historic defects
- Pre-existing non-compliance
- Deteriorated materials
- Undocumented alterations

3.3 Any additional works identified after acceptance (including during installation) will be treated as a **variation**.

4. Variations, Upgrades & Additional Works

4.1 Variations may arise due to:

- Site conditions differing from assumptions
- Additional safety requirements
- Customer-requested changes
- Manufacturer or DNO requirements

4.2 Variations will be:

- Quoted separately, or
- Agreed as an additional charge before proceeding

4.3 Wyneco Electrical and Solar is not obliged to carry out additional works without approval.

5. Replacement, Upgrade & Existing Equipment Works

5.1 Where works involve:

- Replacement of existing equipment
- Upgrades to consumer units or distribution boards
- Integration with existing systems

5.2 Wyneco Electrical and Solar is responsible **only for the new works performed**, not the wider system.

5.3 Existing equipment may be reused where safe and appropriate, but:

- No warranty is provided on reused materials
- Compatibility issues are not guaranteed

6. Deposits & Pre-Installation Works

6.1 For certain installations, including solar PV systems requiring DNO approval, no installation date shall be confirmed until DNO approval (where required) has been obtained.

6.2 Prior to obtaining DNO approval, a deposit equal to **25% of the Contract value** is payable in order to schedule the installation. This deposit will be **refunded in full** if DNO approval is not granted.

6.3 The deposit enables Wyneco Electrical and Solar to commence procurement, equipment reservation, scheduling, and project allocation.

6.4 Where DNO approval results in material changes to the proposed system (including export limitation or upgrade requirements), Wyneco Electrical and Solar shall issue a revised quotation where necessary. The Customer may elect to proceed on the revised basis or cancel prior to deposit payment.

6.5 If a deposit or staged payment is not received when due, Wyneco Electrical and Solar reserves the right to suspend scheduling, procurement, or works until payment is received.

7. Pricing Structure & Allowances

7.1 Some items are priced as **allowances or standard bundles**, including:

- Cable lengths
- Groundworks
- Bonding
- Ancillary electrical works

7.2 If actual requirements exceed the allowance, additional costs may apply.

7.3 Minor additional works may be completed on-site and charged accordingly.

8. Surge Protection, Protective Devices & Components

8.1 Surge Protection Devices (SPDs), RCBOs, RCDs, and protective equipment:

- Are installed where required by regulations or quotation scope
- May operate or fail as designed during electrical events

8.2 Operation or failure of protective devices:

- Is not a defect
- Does not constitute a fault
- Is not covered by workmanship warranty

8.3 Wyneco Electrical and Solar is not liable for:

- Grid events
- DNO faults
- Lightning
- Voltage fluctuations
- External electrical disturbances

9. Workmanship vs Materials

9.1 Wyneco Electrical and Solar provides a **5-year workmanship warranty**, covering:

- Installation quality
- Terminations
- Mechanical fixings
- Compliance with applicable regulations at the time of installation

9.2 This does **not** cover:

- Manufacturer defects
- Product failures
- Software or firmware issues
- Consumables
- Wear and tear

9.3 Materials and equipment are covered **only by manufacturer warranties**.

10. Errors & Omissions

10.1 Whilst every effort is made to ensure accuracy, clerical, typographical, or system errors may occur.

10.2 Wyneco Electrical and Solar reserves the right to correct any such errors prior to installation or procurement.

10.3 If correction materially affects the price or scope, the Customer shall be notified and may elect to proceed or cancel prior to works commencing.

11. Delays & Scheduling

11.1 Installation dates are estimates and may be affected by:

- Weather
- Access issues
- Supplier delays
- DNO approvals
- Third-party dependencies

11.2 Wyneco Electrical and Solar is not liable for consequential losses due to delays.

11.3 Time shall not be of the essence in respect of installation dates unless expressly agreed in writing.

12. Payments & Late Payment

12.1 All invoices must be paid within the payment timeframe stated on the invoice or, where no timeframe is stated, within seven (7) days of the invoice date.

12.2 Where payment is not received when due, Wyneco Electrical and Solar reserves the right to:

- Suspend or delay further works and services
- Withhold commissioning, energisation, certification, handover documentation, and submission of DNO, MCS, or other regulatory documentation
- Suspend any applicable workmanship warranties until outstanding balances are settled
- Charge statutory interest pursuant to the Late Payment of Commercial Debts (Interest) Act 1998 (where applicable)
- Recover reasonable administrative, collection, and debt recovery costs

12.3 Where the Customer is acting as a consumer, Wyneco Electrical and Solar reserves the right to recover reasonable administrative and debt recovery costs incurred as a result of late payment.

12.4 Unless otherwise agreed in writing, final payment is due immediately upon Completion of the works and prior to the release of certification, commissioning documentation, regulatory submissions, or system handover.

12.5 Retention of Title - All goods, equipment, and materials supplied by Wyneco Electrical and Solar remain the property of Wyneco Electrical and Solar until full payment has been received. Wyneco Electrical and Solar reserves the right to recover unpaid goods where lawful to do so.

13. Limitation of Liability

13.1 Wyneco Electrical and Solar shall carry out all works with reasonable skill and care in accordance with applicable UK regulations and industry standards.

13.2 Wyneco Electrical and Solar's total aggregate liability arising out of or in connection with the Contract shall not exceed the total Contract price paid by the Customer.

13.3 Nothing in these Terms shall exclude or limit liability for death or personal injury caused by negligence, fraud, or any liability which cannot legally be excluded.

13.4 Wyneco Electrical and Solar shall not be liable for any indirect, consequential, or economic loss, including but not limited to:

- Loss of profit
- Loss of revenue
- Loss of savings
- Loss of business
- Loss of opportunity
- Tariff changes
- Export restrictions
- Grid outages
- Loss of use
- Travel or charging costs
- Increased energy costs

13.5 Nothing in these Terms extends Wyneco Electrical and Solar's liability beyond that expressly stated in the manufacturer's product warranties.

14. Governing Law

These terms are governed by the laws of **England & Wales**.

15. Consumer Cancellation Rights

Where the Contract is formed off-premises or online, the Customer may have statutory cancellation rights under the Consumer Contracts Regulations 2013. Full details are set out in Wyneco Electrical and Solar's Cancellations, Changes & Refunds Terms.

16. Acceptance

By accepting a quotation or instructing Wyneco Electrical and Solar to proceed, the Customer confirms acceptance of these Quotation & Acceptance Terms.

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Solar PV Installation Terms

These Solar PV Installation Terms ("Terms") apply specifically to the **design, supply, and installation of solar photovoltaic (PV) systems** carried out by **Wyneco Ltd t/a Wyneco Electrical and Solar** ("Wyneco Electrical and Solar", "we", "us", "our").

They should be read **together with**, and form part of, Wyneco Electrical and Solar's:

- Quotation & Acceptance Terms
- Warranty & Workmanship Terms
- Privacy Policy

Together, the **Quotation and these Terms form the Contract** between Wyneco Electrical and Solar and the Customer.

By accepting a quotation or allowing works to proceed, the Customer agrees to these Terms.

1. Interpretation & Definitions

1.1 In these Terms:

- **"Company" / "**Wyneco Electrical and Solar**"** means Wyneco Ltd, registered in England & Wales (Company No. 16856921).
- **"Customer" / "You"** means the person(s) named in the Quotation.
- **"Property"** means the installation address stated in the Quotation.
- **"System"** means the solar PV system described in the Quotation.
- **"Installation"** means the installation of the System at the Property.
- **"Completion"** means installation and commissioning of the System, excluding minor defects that do not prevent operation.
- **"Survey"** means Wyneco Electrical and Solar's site survey to assess suitability.
- **"Quotation"** means the written quotation issued by Wyneco Electrical and Solar.
- **"Non-Standard Installation"** means works beyond standard installation assumptions identified before or during installation.
- **"Job Completion Form"** means the form confirming Completion and handover.
- **"MCS"** means the Microgeneration Certification Scheme.
- **"Force Majeure Event"** means events outside Wyneco Electrical and Solar's reasonable control.

1.2 Headings are for convenience only and do not affect interpretation.

2. Property Ownership & Authority

2.1 Wyneco Electrical and Solar enters into this Contract on the basis that you are the **legal owner** of the Property or have full authority to authorise the Installation.

2.2 You agree to provide evidence of ownership or authority if reasonably requested.

3. Scope of Solar PV Installation

3.1 A solar PV installation may include (where applicable):

- Site survey and system design
- Solar panels and mounting systems
- DC and AC cabling and containment
- Inverters and batteries (if specified)
- Electrical protection and isolation (including RCBOs, RCDs, SPDs)
- Testing, commissioning, and certification

3.2 The **exact scope** is defined in the accepted Quotation.

3.3 Any works not expressly included are excluded unless agreed in writing.

4. Installation Dates & Programme

4.1 Installation dates are estimates only.

4.2 Wyneco Electrical and Solar will use reasonable efforts to meet estimated dates but **time is not of the essence**.

4.3 Wyneco Electrical and Solar is not liable for delays caused by:
- Weather conditions
- DNO approvals or restrictions
- Access issues
- Third-party suppliers
- Force Majeure Events

5. Roof Structure & Building Fabric

5.1 Wyneco Electrical and Solar does **not** carry out structural surveys.

5.2 Installations rely on:
- Visual inspection only
- Assumptions that the roof is structurally sound

5.3 Wyneco Electrical and Solar is not responsible for:
- Latent structural defects
- Deteriorated timbers
- Roof coverings nearing end of life
- Asbestos or hidden hazards
- Pre-existing leaks, deterioration, or damage that becomes apparent during or after installation.

5.4 If issues are discovered, Wyneco Electrical and Solar may:
- Pause works
- Recommend remedial action
- Revise scope, cost, or programme

6. Weather & Environmental Conditions

6.1 Solar installations are weather-dependent.

6.2 Wyneco Electrical and Solar may suspend works where conditions are unsafe, including:
- High winds
- Ice or snow
- Heavy rain
- Extreme heat

6.3 Weather-related delays do not constitute breach of contract.

7. Scaffolding & Access Equipment

7.1 Where access equipment is required, this will be included where known.

7.2 Additional access requirements discovered on site may incur extra cost.

7.3 Scaffold availability and timing are subject to third-party providers.

7.4 **Access equipment costs (including scaffolding or MEWPs)** are not automatically included in warranty works unless explicitly stated.

8. Electrical Supply & DNO Requirements

8.1 Solar PV systems may require:

- DNO notification or approval
- Export limitation devices
- Meter upgrades

8.2 Wyneco Electrical and Solar is not responsible for:

- DNO approval timescales
- Export limits or refusals
- Grid constraints

8.3 Commissioning may be delayed pending DNO approval.

8.4 Where DNO approval is refused, restricted, or subject to export limitation, Wyneco Electrical and Solar shall not be liable for any inability to install or commission the System as originally proposed. Any reasonable costs incurred prior to refusal or restriction, including design work, materials ordered, labour, and administrative costs, shall remain payable. This includes circumstances where the Customer elects not to proceed following DNO restrictions or export limitation requirements.

9. Performance Estimates & Savings

9.1 Any performance, yield, savings, or payback figures are **estimates only**.

9.2 Actual performance may vary due to:

- Weather
- Shading
- Orientation
- Usage patterns
- Grid limitations
- Equipment behaviour

9.3 Wyneco Electrical and Solar does not guarantee specific output, savings, or export income.

9.4 Performance estimates are based on industry-standard modelling software, irradiance data, and design assumptions and are not a guarantee of actual generation or financial return.

9.5 Any illustrative financial projections are provided for guidance only and do not constitute financial advice.

10. Battery Systems (Where Applicable)

10.1 Batteries store energy; they do not generate it.

10.2 Battery behaviour depends on:
- Software and firmware
- Manufacturer algorithms
- Grid conditions

10.3 Wyneco Electrical and Solar is not responsible for:
- Software updates or changes
- Capacity degradation
- App or cloud service availability

11. Bird Protection & Ancillary Components

11.1 Bird protection systems are **ancillary components** subject to environmental forces.

11.2 Wyneco Electrical and Solar 's workmanship warranty applies to **installation only**, not long-term resistance to:
- Weather extremes
- Snow loading
- Thermal movement
- Wildlife activity

11.3 **Access equipment costs** required for inspection or repair (e.g. scaffolding) are chargeable unless otherwise stated.

12. Electrical Protection Devices (RCBOs, RCDs, SPDs)

12.1 Protective devices are **safety components** designed to operate under fault conditions.

12.2 Failure of such devices does **not** constitute a workmanship defect.

12.3 These components are covered **only by their manufacturer warranties**.

12.4 Diagnostic visits, replacement labour, and call-outs may be chargeable.

13. Testing, Commissioning & Handover

13.1 On Completion, Wyneco Electrical and Solar will:
- Test and commission the System
- Provide certification
- Explain operation and basic maintenance

13.2 Certification applies **only** to works carried out by Wyneco Electrical and Solar.

13.3 The Customer's use of the System following Completion shall constitute acceptance of the Installation, subject to any agreed snagging items.

14. Risk & Title

14.1 Risk in the System passes to the Customer upon Completion.

14.2 Title to goods supplied shall remain with Wyneco Electrical and Solar until full payment of all sums due under the Contract has been received. Wyneco Electrical and Solar shall be entitled to enter the Property to recover goods for which payment has not been made, subject to reasonable notice and legal rights.

14.3 Until title passes, the Customer shall not sell, assign, or otherwise dispose of the System.

14.4 If any payment due under the Contract is not made when due, Wyneco Electrical and Solar reserves the right to suspend further works, commissioning, energisation or certification until payment is received in full.

15. Warranties

15.1 Wyneco Electrical and Solar provides:

- **10-year workmanship warranty** on solar installation works

15.2 Manufacturer warranties apply separately to:

- Panels (including performance warranties)
- Inverters
- Batteries
- Mounting systems

15.3 Product warranties are administered by manufacturers, not Wyneco Electrical and Solar.

16. Variations & Unforeseen Works

16.1 If unforeseen issues arise, Wyneco Electrical and Solar will:

- Notify you
- Provide options and costs
- Not proceed without approval

16.2 Additional works are chargeable unless explicitly included.

16.3 Where materials, equipment, or components have been ordered, allocated, or manufactured specifically for the Customer's System, the Customer remains liable for the cost of such items if the Contract is cancelled, varied, or cannot proceed due to Customer decision or for reasons outside Wyneco Electrical and Solar's reasonable control.

17. Access Obligations

17.1 You must:

- Provide safe access
- Clear work areas
- Secure pets
- Inform Wyneco Electrical and Solar of hazards

17.2 Aborted or delayed visits due to access issues may result in additional charges for labour, travel, equipment hire, and third-party costs reasonably incurred.

18. Force Majeure

18.1 Wyneco Electrical and Solar shall not be liable for any delay or failure to perform its obligations where such delay or failure results from a Force Majeure Event.

18.2 If a Force Majeure Event continues for an extended period, Wyneco Electrical and Solar may suspend or terminate the Contract upon reasonable notice.

19. Limitation of Liability

19.1 Wyneco Electrical and Solar shall carry out all works with reasonable skill and care in accordance with applicable UK regulations and industry standards.

19.2 Wyneco Electrical and Solar's total aggregate liability arising out of or in connection with the Installation shall not exceed the total Contract price paid by the Customer. This limitation applies whether liability arises in contract, tort (including negligence), breach of statutory duty, or otherwise.

19.3 Nothing in these Terms shall exclude or limit liability for death or personal injury caused by negligence, fraud, or any liability which cannot legally be excluded.

19.4 Wyneco Electrical and Solar shall not be liable for any indirect, consequential, or economic loss, including but not limited to loss of profit, loss of revenue, loss of savings, loss of business, loss of opportunity, tariff changes, export restrictions, or grid outages.

19.5 Nothing in these Terms extends Wyneco Electrical and Solar liability beyond that expressly stated in the manufacturer's product warranties.

20. VAT, Incentives & Government Schemes

20.1 VAT rates applied to the System are based on current legislation at the time of quotation.

20.2 If VAT rates or eligibility criteria change prior to installation, the Customer agrees that any additional VAT payable shall be added to the Contract price.

20.3 Government incentives, grants, SEG payments, or other financial schemes are outside Wyneco Electrical and Solar's control and are not guaranteed.

20.4 The Customer is responsible for ensuring eligibility for any grant or incentive scheme.

21. Governing Law

These Solar PV Installation Terms are governed by the laws of **England and Wales**.

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Installation Terms & Site Conditions

These Installation Terms & Site Conditions apply to all installation work carried out by Wyneco Ltd t/a Wyneco Electrical and Solar ("Wyneco Electrical and Solar"), including but not limited to EV charging, solar PV, battery storage, and general electrical installations.

By accepting a quotation, the Customer agrees to the following conditions.

1. Site Access & Readiness

1.1 The Customer is responsible for ensuring that the installation site is fully accessible and ready for works on the agreed installation date. This includes:

- Safe and clear access to the property
- Access to electrical supply points, consumer units, lofts, garages, meter cupboards, and relevant areas
- Removal of obstacles, stored items, or obstructions that may restrict access

1.2 Wyneco Electrical and Solar reserves the right to delay or abort works where safe access is not available.

2. Working Hours & Installation Duration

2.1 Installations are scheduled based on estimated durations provided at quotation stage.

- Installation times are estimates only and may vary due to site conditions, weather, or unforeseen issues
- Standard working hours are typically within normal daytime hours unless otherwise agreed
- Extended works, additional visits, or out-of-hours work may incur additional charges

2.2 Wyneco Electrical and Solar does not guarantee completion within a specific time window unless explicitly agreed in writing.

3. Site Conditions & Existing Infrastructure

3.1 Quotations are based on information provided by the Customer and/or observations made during surveys. Wyneco Electrical and Solar does not carry out full structural or roofing surveys unless expressly agreed in writing.

3.2 If, during installation, Wyneco Electrical and Solar identifies:

- Unsafe or non-compliant existing electrical systems;
- Deteriorated cabling, consumer units, roof structures, mounting surfaces, or other structural elements;
- Hidden defects or previously concealed conditions;

3.3 Wyneco Electrical and Solar may:

- Pause works;
- Recommend remedial work;
- Issue a variation or revised quotation;
- Suspend or abort works where the installation is deemed unsafe, non-compliant, or structurally unsuitable;

3.4 Where the roof structure, mounting surface, or supporting infrastructure is found to be unsafe, structurally unsuitable, or materially different from information provided at quotation stage, Wyneco Electrical and Solar reserves the right to suspend or abort works, and any reasonable costs incurred

up to that point, including but not limited to scaffolding erection and dismantling, equipment hire, labour, materials allocated or delivered, and administrative costs, shall remain payable.

3.5 Nothing in this clause affects Wyneco Electrical and Solar obligation to carry out works with reasonable skill and care.

3.6 Wyneco Electrical and Solar is not responsible for defects, deterioration, or failures in existing installations, roof structures, mounting surfaces, or other structural elements outside the agreed scope of works.

4. Health, Safety & Compliance

4.1 Wyneco Electrical and Solar operates in accordance with UK electrical regulations, health and safety legislation, and industry best practice. Wyneco Electrical & Solar has retained the services of Akeva Safety Solutions Ltd to provide competent safety advice as required under the Management of Health & Safety at Work Regulations 1999.

4.2 Wyneco Electrical and Solar reserves the right to:

- Modify installation methods to maintain safety and compliance
- Suspend or stop works where safety is compromised

4.3 The Customer must ensure that pets, occupants, and third parties are kept clear of working areas during installation.

5. Weather & Environmental Conditions

5.1 Certain works, particularly external or roof-based installations, are subject to weather conditions.

5.2 Wyneco Electrical and Solar may postpone or reschedule installations where:

- Weather conditions present a safety risk
- Installation quality would be compromised

5.3 Weather-related delays do not constitute a breach of contract.

6. Power Interruptions

6.1 Temporary power interruptions may be required during installation.

6.2 Wyneco Electrical and Solar is not liable for:

- Loss of power during works
- Data loss
- Business interruption
- Damage to equipment not disclosed prior to installation

6.3 Customers with sensitive equipment must notify Wyneco Electrical and Solar in advance.

7. Parking, Access Equipment & Facilities

7.1 The Customer is responsible for:

- Providing suitable parking for installation vehicles
- Ensuring reasonable access for materials and equipment

7.2 Where specialist access equipment (e.g. scaffolding, lifting equipment) is required and not included in the quotation, additional charges shall apply and shall be payable by the Customer.

8. Delays & Abortive Visits

8.1 Where installation is delayed, rescheduled, or aborted due to circumstances outside of Wyneco Electrical and Solar's reasonable control, Wyneco Electrical and Solar reserves the right to recover reasonable costs incurred.

8.2 Such circumstances include, but are not limited to:

- Lack of safe or adequate access to the site;
- The site not being ready for installation on the agreed date;
- Customer-requested changes on or shortly before the installation date;
- Third-party interference or instruction;
- Undisclosed or materially different site conditions;
- Unsafe or structurally unsuitable roof, mounting surface, or supporting infrastructure;
- Failure of required permissions, approvals, or access arrangements;

8.3 In such circumstances, Wyneco Electrical and Solar may charge for reasonable costs incurred, including:

- Labour and travel time;
- Equipment hire;
- Scaffolding erection and dismantling;
- Materials delivered or allocated;
- Administrative costs;
- Third-party costs reasonably incurred.

8.4 Where installation cannot proceed due to site conditions or structural unsuitability identified upon commencement of works, reasonable costs incurred up to that point shall remain payable.

8.5 Rescheduling may result in revised installation dates and additional charges where applicable. Delays arising from the above circumstances shall not constitute a breach of contract by Wyneco Electrical and Solar.

9. Customer Responsibilities During Installation

9.1 The Customer must:

- Provide accurate information prior to installation
- Ensure clear communication of any site constraints
- Allow Wyneco Electrical and Solar to complete works without interference from third parties

9.2 Any third-party modifications during or after installation may void warranties.

10. Completion & Handover

10.1 Installation is deemed complete once:

- Works are finished
- Testing and commissioning are carried out
- Certification is issued (where applicable)

10.2 Minor snagging items do not invalidate completion status.

11. Limitation of Liability (Installation)

11.1 Wyneco Electrical and Solar shall carry out all works with reasonable skill and care in accordance with applicable UK regulations and industry standards.

11.2 Wyneco Electrical and Solar's total aggregate liability arising out of or in connection with the installation shall not exceed the total contract value paid by the Customer. This limitation shall apply whether liability arises in contract, tort (including negligence), breach of statutory duty, or otherwise. Nothing in these terms shall limit or exclude liability for death or personal injury caused by negligence, fraud, or any liability which cannot legally be excluded.

11.3 Wyneco Electrical and Solar shall not be liable for any indirect, consequential, or economic loss, including but not limited to loss of profit, loss of revenue, loss of business, loss of opportunity, or loss of use.

12. Governing Law

These Installation Terms are governed by the laws of England and Wales.

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Warranty & Workmanship Terms

These Warranty & Workmanship Terms apply to all works carried out by Wyneco Ltd t/a Wyneco Electrical and Solar ("Wyneco Electrical and Solar"), including EV charging installations, solar PV systems, battery storage, and general electrical works.
By accepting a quotation or allowing works to proceed, the Customer agrees to the following terms.

1. Workmanship Warranty – General (All Services)

1.1 Wyneco Electrical and Solar provides a **5-year workmanship warranty** on installation works carried out by Wyneco Electrical and Solar.

1.2 This warranty covers **installation workmanship only**, including:

- Electrical terminations
- Cabling installed by Wyneco Electrical and Solar
- Mechanical fixings
- Mounting of equipment
- Testing and commissioning carried out at installation

1.3 This warranty applies **only to works physically carried out by Wyneco Electrical and Solar**.

2. Solar PV Installations – Extended Workmanship Warranty

2.1 For **Solar PV installations only**, Wyneco Electrical and Solar additionally provides a **10-year workmanship warranty**.

2.2 This extended warranty:

- Applies **only** to Solar PV installation workmanship
- Runs concurrently with, and extends beyond, Wyneco Electrical and Solar's standard 5-year workmanship warranty
- Does **not** apply to EV chargers, batteries, or general electrical works unless explicitly stated

3. Bird Protection & External Forces (Solar PV Installations Only)

3.1 Where bird protection, pest deterrent mesh, or perimeter systems are supplied and installed as part of a Solar PV installation.

3.2 Bird protection systems form part of the Solar PV installation and are covered under Wyneco Electrical and Solar's Solar PV workmanship warranties **in respect of installation workmanship only**.

3.3 This workmanship warranty applies to the **standard of installation at the time of commissioning**, including fixing methods, fixing quantity, positioning, and compliance with manufacturer guidance.

3.4 The workmanship warranty does **not** guarantee ongoing performance against factors outside Wyneco Electrical and Solar s control, including (but not limited to):

- Severe or abnormal weather conditions
- Wind uplift, snow loading, ice expansion, or thermal movement
- Bird activity, wildlife interference, or nesting behaviour
- Roof movement, tile displacement, or structural settlement
- Environmental exposure or natural deterioration over time

3.5 A failure will only be deemed a workmanship defect where it is demonstrated that the installation did not meet reasonable standards of care and skill at the time of installation.

3.6 Where a workmanship fault is confirmed, Wyneco Electrical and Solar will remedy the defect in accordance with the applicable workmanship warranty.

3.7 **Access equipment costs** (including scaffolding, cherry pickers, access towers, or specialist lifting equipment) are **not included** within the workmanship warranty and remain chargeable where required to safely access the installation.

3.8 Nothing in this section limits or excludes the Customer's statutory rights under the Consumer Rights Act 2015.

4. What the Workmanship Warranty Does NOT Cover

4.1 The workmanship warranty does **not** cover:

- Manufacturer product faults or failures
- Software, firmware, or app-related issues
- Manufacturer design defects
- Grid, DNO, or supply-related issues
- Surge events, lightning strikes, or voltage irregularities
- Wear and tear
- Environmental damage (water ingress, corrosion, pests, weather exposure, vandalism)
- Cosmetic changes over time
- Wi-Fi, internet, or network-related issues
- Failures caused by misuse, neglect, or incorrect operation

4.2 This exclusion **includes (but is not limited to)** the failure or malfunction of electrical components or protective devices such as:

- RCBOs
- RCDs
- MCBs
- Surge Protection Devices (SPDs)
- Isolators, contactors, relays, and control equipment

4.3 Protective devices are safety components designed to operate under fault or abnormal conditions and may fail as part of their protective function. Such failures **do not constitute a workmanship defect**.

4.4 Protective devices including RCBOs, RCDs, MCBs, and similar safety components are covered exclusively by the manufacturer's warranty, which typically ranges from **12 to 36 months** depending on the manufacturer and product.

4.5 Wyneco Electrical and Solar does not provide an extended workmanship or product warranty on protective devices beyond the manufacturer's stated warranty period.

4.6 Where a protective device fails within the manufacturer's warranty period, Wyneco Electrical and Solar may, at its discretion, assist with fault diagnosis or manufacturer warranty handling.

4.7 **Labour, call-outs, access equipment, and reinstallation costs are not included** unless the failure is proven to be caused by an installation workmanship defect.

4.8 Failure of a protective device operating as designed (including nuisance tripping or component burnout under fault conditions) does not constitute a workmanship defect.

5. Product & Manufacturer Warranties

5.1 All supplied equipment (including EV chargers, inverters, batteries, panels, monitoring devices, and accessories) is covered **exclusively** by the **manufacturer's warranty**.

5.2 Wyneco Electrical and Solar:

- Does **not** manufacture equipment
- Does **not** provide product replacement warranties
- Cannot override manufacturer warranty decisions

5.3 Product faults must be raised directly with the manufacturer or their authorised support channels.

5.4 Where Wyneco Electrical and Solar assists with diagnostics, warranty claims, or replacement works, **labour, call-outs, and reinstallation may be chargeable** unless otherwise stated in writing.

6. Customer-Supplied Equipment (CSE)

6.1 Where the Customer supplies their own equipment:

- Wyneco Electrical and Solar provides **no product warranty**
- Workmanship warranty applies **only** to the installation of the equipment
- Compatibility, missing components, or faults are the Customer's responsibility
- Additional labour, materials, or return visits are chargeable

6.2 Wyneco Electrical and Solar accepts no liability for failures or incompatibility of customer-supplied equipment.

7. Third-Party Interference (Warranty Void)

7.1 Any modification, repair, replacement, or interference carried out by a third party **immediately voids Wyneco Electrical and Solar's workmanship warranty**, **whether intentional or otherwise**.

7.2 This applies **including, but not limited to**, works carried out by or on behalf of:

- Electricians
- Builders or general contractors
- Solar or renewable energy contractors
- Network engineers or utility providers
- Manufacturer representatives, agents, or approved installers
- Warranty repair or replacement engineers
- Third-party service or maintenance providers
- DIY alterations or customer-arranged works

7.3 Where equipment supplied or installed by Wyneco Electrical and Solar is **replaced, repaired, adjusted, or interfered with by a manufacturer or third-party warranty provider**, Wyneco Electrical and Solar accepts **no liability** for the performance, safety, compliance, or subsequent operation of that equipment, or for any related faults, damages, or losses.

7.4 Any workmanship warranty provided by Wyneco Electrical and Solar applies **only to works physically carried out by Wyneco Electrical and Solar** and does not extend to equipment, components, or installations that have been altered or replaced by others after completion.

8. Surge Protection & Electrical Events

8.1 Where surge protection devices (SPDs) or protective equipment are installed:

- SPDs are **sacrificial devices**
- Activation of an SPD is **not a failure**
- Replacement of SPDs following surge events is chargeable

8.2 Wyneco Electrical and Solar is not liable for:

- Grid surges
- Lightning strikes
- PEN faults
- DNO-related disturbances

9. Existing Electrical Infrastructure

9.1 Wyneco Electrical and Solar is not responsible for failures arising from:

- Existing consumer units
- Legacy cabling
- Pre-existing defects
- Deteriorated or non-compliant installations

9.2 Remedial works will be quoted separately where required.

10. Call-Outs & Diagnostic Visits

10.1 The following are **chargeable**, even within the warranty period:

- Manufacturer product faults
- Software or app issues
- Wi-Fi or connectivity issues
- Nuisance tripping caused by external factors
- Grid or DNO-related issues
- Customer-supplied equipment faults
- Third-party interference
- Environmental or surge-related damage

10.2 Warranty visits apply **only** where a genuine workmanship fault is identified.

11. Misuse, Neglect & Operating Conditions

Warranty does not apply where faults arise from:

- Misuse or overloading
- Failure to follow manufacturer guidance
- Lack of maintenance
- Unsafe access or operating conditions

12. Certification & Scope of Responsibility

12.1 Wyneco Electrical and Solar issues certification **only for works carried out by Wyneco Electrical and Solar**.

12.2 Wyneco Electrical and Solar does not certify:

- Third-party works
- Pre-existing installations
- Customer-supplied alterations

13. Limitation of Liability

13.1 Wyneco Electrical and Solar's total liability under these warranties is limited to the value of the installation service provided.

13.2 Wyneco Electrical and Solar is not liable for:

- Loss of earnings
- Loss of use
- Business interruption
- Consequential or indirect losses

14. Warranty Claims Process

14.1 Warranty issues must be:

- Reported promptly
- Clearly described
- Access provided for inspection

14.2 Wyneco Electrical and Solar reserves the right to inspect and diagnose faults before determining warranty eligibility.

15. Governing Law

These Warranty & Workmanship Terms are governed by the laws of England and Wales.

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Cancellations, Changes & Refunds

This section sets out the terms that apply to cancellations, changes, delays, and refunds for works carried out by **Wyneco Ltd t/a Wyneco Electrical and Solar ("Wyneco Electrical and Solar", "we", "us", "our")**.

1. Formation of Contract

A contract is formed when the customer:

- Accepts a quotation or proposal (electronically or in writing), **or**
- Instructs Wyneco Electrical and Solar to proceed with works

Once accepted, the quotation becomes a binding agreement subject to these Terms & Conditions.

2. Customer Cancellations – Before Installation

2.1 Cancellation Within the Cooling-Off Period

Where applicable under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, the Customer has the right to cancel the Contract within 14 days of acceptance, without giving any reason.
If the Customer cancels within this cooling-off period, all payments received will be refunded in full **unless** the Customer has expressly requested that Wyneco Electrical and Solar begins work during the cooling-off period.
Where work has commenced at the Customer's request during the cooling-off period, Wyneco Electrical and Solar may retain a proportionate amount reflecting the work carried out and costs reasonably incurred up to the point of cancellation.
The Customer must provide an express written request for work to commence during the cooling-off period and acknowledge that cancellation rights will be reduced accordingly.
The statutory right to cancel does not apply to goods made to the Customer's specifications or clearly personalised once manufacture or procurement has commenced.
Where such goods have been ordered or procurement has commenced at the Customer's request, the Customer shall remain liable for the cost of those goods.

2.2 Cancellation After the Cooling-Off Period

If the **Customer** cancels **after the cooling-off period** but before installation, Wyneco Electrical and Solar reserves the right to retain or charge for costs incurred, including but not limited to:

- Survey and design work
- System design, drawings, and calculations
- Administrative time
- Materials ordered or allocated
- Supplier restocking charges
- Wasted labour or scheduling costs

Where costs incurred exceed any deposit paid, Wyneco Electrical and Solar reserves the right to invoice the Customer for the balance of such costs.

2.3 Non-Refundable Costs

The following costs are **non-refundable** once incurred:

- Surveys (physical or remote)
- Design and engineering work
- Grid applications and notifications

- Bespoke or special-order materials
- Third-party fees
- Any work already carried out

This does not affect the Customer's statutory rights during any applicable cooling-off period.

3. Cancellation After Work Has Started

If the Customer cancels after installation or on-site works have commenced:
The Customer shall be liable for:

- The full value of works completed,
- All materials supplied, ordered, or allocated,
- Any committed third-party or supplier costs,
- Reasonable demobilisation or reinstatement costs where applicable.

Wyneco Electrical and Solar reserves the right to issue an invoice reflecting the above, which shall become immediately due and payable.

4. Changes to Scope of Works

4.1 Customer-Requested Changes
If the **Customer** requests changes to the agreed scope of works:

- Revised pricing may apply
- Additional labour or materials may be charged
- Installation dates may need to be rescheduled

All changes must be agreed **in writing** before implementation.

4.2 Variations Due to Site Conditions

If unforeseen site conditions are discovered (including but not limited to structural issues, cable routes, access restrictions, or non-compliant existing installations):

- Wyneco Electrical and Solar will advise the customer
- Additional works may be required
- Revised costs may apply

If the customer declines necessary variations, Wyneco Electrical and Solar may:

- Pause works
- Invoice for work completed
- Treat the instruction as a cancellation (see Section 3)

5. Installation Delays

5.1 Customer-Caused Delays

If installation is delayed due to:

- Lack of access
- Incomplete preparatory works
- Customer availability
- Late decisions or approvals

Wyneco Electrical and Solar reserves the right to:

- Reschedule the installation
- Charge for wasted visits or labour
- Recover additional costs incurred

5.2 Delays Outside Our Control

Wyneco Electrical and Solar is not liable for delays caused by:

- Weather conditions
- Supply chain issues
- Network operator delays
- Grid approval times
- Third-party failures
- Events beyond reasonable control

Such delays do not constitute grounds for cancellation, refund, or compensation.

6. Refunds

6.1 General Refund Policy

Refunds, where applicable:

- Are processed within a reasonable timeframe
- Will exclude non-refundable costs
- Will not include compensation for inconvenience or loss of use

6.2 No Refunds for Performance Expectations

Refunds will **not** be issued due to:

- Lower-than-expected savings
- Export payments differing from estimates
- Changes in tariffs, grants, or incentives
- Customer usage patterns

7. Deposits & Advance Payments

7.1 Purpose of Deposits

Where a deposit or advance payment is taken, it is used to secure installation dates, allocate resources, and cover preparatory work associated with the project, which may include (but is not limited to):

- Surveys and site assessments
- System design, drawings, and calculations
- Grid applications and DNO notifications
- Administrative and project management time
- Ordering or reserving materials
- Third-party fees or supplier commitments

7.2 Cooling-Off Period Rights

Where the contract is formed as a distance or off-premises contract, the Customer may have a statutory **14-day cooling-off period** under the Consumer Contracts Regulations.

During the cooling-off period:

- Deposits are refundable **unless** the Customer has expressly requested that Wyneco Electrical and Solar commences work within this period.
- Where the Customer requests early commencement, Wyneco Electrical and Solar is entitled to retain a **proportionate amount** of the deposit to reflect work carried out and costs reasonably incurred up to the point of cancellation.

7.3 Non-Refundable Costs

Once costs have been incurred, whether during or after the cooling-off period, the corresponding portion of the deposit becomes non-refundable. This includes, but is not limited to:

- Completed surveys or design work
- Submitted grid or DNO applications
- Ordered or allocated materials
- Third-party charges already committed

7.4 Cancellations After the Cooling-Off Period

If the Customer cancels after the cooling-off period has expired, Wyneco Electrical and Solar reserves the right to retain or invoice for all reasonable costs incurred up to the point of cancellation. Any remaining balance of the deposit, if applicable, will be refunded.

7.5 Application of Deposits

Deposits and advance payments:

- Are offset against the final contract price
- Do not constitute a penalty
- Are applied fairly and proportionately to costs incurred

8. Termination by Wyneco Electrical and Solar

8.1 Wyneco Electrical and Solar reserves the right to cancel or suspend works if:

- Unsafe or non-compliant conditions are present
- The customer fails to cooperate or provide access
- Payment terms are breached
- Information provided is inaccurate or misleading

In such cases, Wyneco Electrical and Solar may invoice for all work completed and costs incurred to date.

8.2 Failure to Proceed: Where the Customer fails to provide access, instructions, approvals, or cooperation necessary to proceed with the works for a period exceeding 30 days, Wyneco Electrical and Solar may treat the Contract as cancelled by the Customer and invoice for all reasonable costs incurred to date.

9. Summary

In short:

- Accepted quotations are binding
- Design and preparatory work is chargeable
- Changes may affect cost and timing
- Refunds are limited to unused, unincurred costs

10. Statutory Rights

Nothing in these Terms affects the Customer's statutory rights under UK consumer law, including rights under the Consumer Contracts Regulations and the Consumer Rights Act 2015. Back to top

Customer Complaints Policy & Procedure

1. Our Commitment

Wyneco Ltd is committed to delivering high-quality installations and providing customers with a professional, fair and transparent service. We will take responsibility for any issues with the installation and work with you to fix them quickly.

If you are dissatisfied with any aspect of our service, installation, workmanship or customer care, we want the opportunity to investigate and put matters right.

All complaints will be handled fairly, professionally and without unreasonable delay.

2. How to Make a Complaint

Customers should initially raise their complaint directly with Wyneco Ltd.

Complaints can be made by telephone, email or in writing using the contact details provided on our quotation, contract, invoice or website.

Please provide, where possible:

- Your name and installation address.
- Your quotation, contract or invoice reference.
- Details of the issue.
- When the issue first occurred.
- Photographs or other supporting information where relevant.
- The outcome you are seeking.

There is no charge for making a complaint.

3. Acknowledgement

We aim to acknowledge complaints within **2 working days**.

The complaint will be recorded and allocated to an appropriate member of the Wyneco Ltd team for investigation.

Where a complaint involves an immediate electrical or safety concern, it will be prioritised accordingly.

4. Investigation

We will investigate the circumstances surrounding the complaint fairly and objectively.

Depending upon the nature of the complaint, this may include reviewing:

- The original quotation and contract.
- Survey information.
- System design documentation.
- Installation records and photographs.

- Electrical test results.
- Commissioning records.
- Customer correspondence.
- Equipment monitoring information.
- Manufacturer technical information.

Where necessary, we may arrange a site inspection.

Customers must provide Wyneco Ltd with reasonable access and opportunity to inspect an alleged defect before arranging third-party remedial work, except where urgent action is reasonably required for safety or to prevent further damage.

5. Our Response

We aim to provide a substantive response or proposed resolution within **10 working days** of receiving a complaint.

Where this is not possible, for example because we are awaiting information from a manufacturer, supplier or other third party, we will explain the reason for the delay and keep the customer informed.

6. Putting Things Right

Where our investigation identifies that action is required, the appropriate resolution may include:

- Providing further information or clarification.
- Correcting documentation.
- Returning to inspect the installation.
- Carrying out remedial work.
- Repairing or replacing equipment where applicable.
- Supporting a manufacturer warranty claim.
- Correcting system configuration or commissioning issues.
- Providing another appropriate remedy where required.

Any agreed remedial work will be completed within a reasonable timeframe, taking account of urgency, equipment availability and access to the property.

7. Escalation Within Wyneco Ltd

If you remain dissatisfied with our initial response, you may request that the complaint is reviewed.

Where practicable, the review will be undertaken by a senior person who was not responsible for the original decision.

Any additional evidence or information provided by the customer will be considered as part of this review.

Following the review, we will provide our final response.

8. Follow-Up Confirmation

Following the completion of any agreed remedial action, Wyneco Ltd will contact the customer to confirm that the work has been carried out and to check whether the issue has been resolved to their satisfaction.

This follow-up will be recorded, including:

- Date of follow-up
- Confirmation of completed action
- Customer feedback on whether the issue is resolved
- Whether the customer remains dissatisfied
- Any further action required

Where a customer indicates that they remain dissatisfied, the complaint will continue to be managed in line with this procedure, including escalation where appropriate.

9. MCS Installations – Independent Escalation

Wyneco Ltd operates under the **redeveloped MCS Installer Scheme (MCS:2025)**.

Our MCS Certification Body is **NICEIC**.

Where a complaint concerns an MCS-certified installation and cannot be resolved satisfactorily through our internal complaints procedure, the customer may refer the matter to MCS. MCS operates the centralised complaints process for the redeveloped MCS Installer Scheme and acts as the principal point of contact for complaints relating to MCS-certified installers and installations.

Wyneco Ltd is fully committed to cooperating with the MCS complaints process, including providing all relevant documentation, responding promptly to requests for information, and participating in any technical review required by MCS or our Certification Body (NICEIC).

If a complaint is not resolved through the MCS complaints process, Wyneco Ltd will engage in Alternative Dispute Resolution (ADR) with the provider appointed and funded by MCS, as required by the Installer Operating Requirements.

Nothing within this procedure affects the customer's statutory rights.

Customers may contact MCS directly about an MCS installation at any stage.

10. Manufacturer Faults

Individual products supplied as part of an installation may be covered by manufacturer's warranties.

Where an investigation indicates that an issue relates to equipment failure rather than installation workmanship, Wyneco Ltd will assist the customer with the appropriate manufacturer warranty process where applicable.

Manufacturer warranty claims may be subject to the manufacturer's own investigation, replacement procedures and timescales.

11. Urgent Safety Issues

Where a customer believes an installation presents an immediate electrical or safety risk, they should contact Wyneco Ltd as soon as possible and clearly identify the issue as a safety concern.

Where appropriate, the affected equipment should not be used until it has been assessed.

Where there is immediate danger involving fire, electric shock, smoke or another serious hazard, customers should contact the appropriate emergency service.

12. Complaint Records

Wyneco Ltd will maintain appropriate records relating to complaints, including:

- Date of complaint
- Complainant and installation address
- MCS Technology/certificate reference
- Complaint summary
- Safety concern – if yes, summarise
- Assigned owner
- Technical supervisor
- Subcontractor involvement – if yes, name
- Date acknowledged
- Investigation summary and evidence
- Root cause/determination
- Action agreed and taken
- Customer updates – date and message
- Resolution date
- Outcome/justified?
- Follow-up – date and result
- Preventative action – owner and due date
- Learning shared with staff – date
- Status – MCS or ADR reference

This database and associated evidence and correspondence will be stored digitally and securely, for a minimum of 6 years.

Complaint information will be used to identify trends and opportunities to improve our installations, procedures and customer service.

Personal information will be processed in accordance with our Privacy Policy and applicable UK data-protection legislation.

Technical Review & Communication – Technical review and final decisions will be made by the designated Technical Supervisor or another suitably qualified senior member of staff. Any technical findings, root-cause determinations or corrective actions identified during the investigation will be shared with installers and relevant team members to support learning and consistency. Where subcontractors were involved in the installation or investigation, this will be recorded and considered as part of the review.

13. Continuous Improvement

Where a complaint identifies a failure or weakness in our processes, Wyneco Ltd will consider:

Root Cause – Why did the issue occur?

Corrective Action – What needs to be done to resolve the immediate issue?

Preventative Action – What changes should be made to reduce the likelihood of the issue happening again?

This forms part of our commitment to maintaining the standards required under the MCS Installer Scheme.

14. Customer Feedback (Non-Complaint Feedback)

Wyneco Ltd welcomes general feedback, including suggestions, positive comments and observations that do not constitute a complaint. This feedback helps us improve our service and customer experience.

Collection - Feedback may be received through post-installation check-ins, emails, calls, surveys, reviews or informal customer conversations. Staff may also record relevant customer observations.

Recording - All feedback is logged with the date, customer details, a short summary and whether follow-up is required. This ensures feedback is captured consistently and can be reviewed alongside complaint data.

Review - Management reviews feedback regularly to identify themes, improvement opportunities or areas of good performance. Where feedback highlights a potential issue or improvement, it is assessed using the same structure applied to complaints: root cause, corrective action and preventative action.

Action - Where appropriate, feedback may lead to updates in documentation, communication processes, installation practices, staff training or customer support materials. Actions taken are recorded and monitored for effectiveness.

Sharing Learning - Relevant learning is shared with staff through briefings, toolbox talks or SOP updates to support continuous improvement and maintain MCS standards.

Contact Us

Wyneco Ltd t/a Wyneco Electrical & Solar

Telephone: 01255 449484
Email: elliot@wyneco.co.uk
Website: www.wyneco.co.uk
Registered Address: 12 Cleave Close, Clacton on Sea, Essex, CO18 8GQ

MCS Certification Body: NICEIC
MCS Installer Scheme: Redeveloped MCS Installer Scheme (MCS:2025)

Document Version: 1.2
Effective From: October 2026
Review: Annually or following a significant change to MCS requirements

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Referral Incentive Terms

This section sets out the terms that apply to customer incentives offered relating to works carried out by **Wyneco Ltd t/a Wyneco Electrical and Solar ("Wyneco Electrical and Solar", "we", "us", "our")**.

Wyneco Electrical & Solar operates a discretionary referral scheme to reward both the referrer and the referee. Referral fees are issued following the successful completion of the referred installation and full settlement of the final invoice.

Referral fees are paid as follows:

- £250 to both the referrer and referee for a Solar PV installation with Battery storage
- £100 to both the referrer and referee for a Solar PV-only installation or a Battery-only installation

Referral fees are issued only where:

- The referred customer enters into a qualifying installation contract with Wyneco Electrical & Solar
- All works have been completed, commissioned, and signed off
- The installation invoice has been paid in full with no outstanding balance

Wyneco Electrical & Solar reserves the right to amend, suspend, or withdraw the referral scheme at any time. Any changes will not affect referrals already accepted and confirmed in writing

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Privacy Policy

Wyneco Ltd t/a Wyneco Electrical and Solar ("Wyneco Electrical and Solar", "we", "us", "our") is committed to protecting your privacy and handling your personal data responsibly and transparently. This Privacy Policy explains how we collect, use, store, and protect personal information when you interact with our website, contact us, or use our services.

1. Who We Are

Wyneco Ltd t/a Wyneco Electrical and Solar
Website: www.wyneco.co.uk
Email: info@wyneco.co.uk
Phone: 01255 449484
Wyneco Electrical and Solar is a UK-based electrical contractor providing EV charging, solar PV, and electrical installation services.

2. What Information We Collect

We may collect and process the following personal information:
a) Information you provide directly

- Name
- Address
- Email address
- Telephone number
- Property details
- Enquiry details and correspondence
- Information provided via contact forms, emails, or phone calls

b) Website usage information

- IP address
- Browser type and version
- Pages visited
- Date and time of visits
- Referring website addresses

This information does **not** normally identify you personally and is used for analytics and site improvement.

3. How We Use Your Information

We use your information to:

- Respond to enquiries and provide quotations
- Deliver and manage our services
- Communicate regarding installations, surveys, or appointments
- Improve our website and services
- Maintain internal records
- Meet legal and regulatory obligations
- Prevent fraud and misuse

We do **not** sell your personal data.

4. Lawful Basis for Processing

We process personal data under the following lawful bases:

- **Consent** – where you submit an enquiry or contact us
- **Contract** – where data is required to provide quoted or agreed services
- **Legal obligation** – where required by law
- **Legitimate interests** – business operations, service improvement, and fraud prevention

5. Cookies & Analytics

Our website uses cookies to:

- Enable core website functionality
- Analyse traffic and usage patterns
- Improve user experience

We may use third-party services such as:

- Google Analytics
- Meta (Facebook) tracking tools

You can control or disable cookies through your browser settings. Where required, we will request your consent for non-essential cookies.

6. Third-Party Services

We may share limited personal data with trusted third parties where necessary, including:

- CRM and job management systems
- Survey, design, or proposal platforms
- Payment processors (where applicable)
- Regulatory bodies where legally required

All third parties are required to handle data securely and in compliance with UK GDPR.

7. Data Retention

We retain personal data only for as long as necessary:

- Enquiry data: typically up to 24 months
- Customer and installation records: up to 10 years (for legal, warranty, and accounting purposes)

8. Your Data Protection Rights (UK GDPR)

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of data (where applicable)
- Restrict or object to processing
- Request data portability

Requests can be made by contacting us using the details above. We will respond within one month. You also have the *right to lodge a complaint with the Information Commissioner's Office (ICO)*.

9. Data Security

We take reasonable technical and organisational measures to protect personal data from loss, misuse, unauthorised access, or disclosure. Data may be stored on secure servers within the UK or EEA, or with trusted providers that comply with UK GDPR.

10. Children's Data

Our services and website are not directed at children under 13. We do not knowingly collect personal data from children.

11. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

12. Contact Us

If you have questions about this Privacy Policy or how we handle your data, please contact:
Email: info@wyneco.co.uk
Phone: 01255 449484

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