

## THINKING GREEN?

DO YOUR HOMEWORK BEFORE YOUR HOUSEWORK!



Argyll consumers conned out of thousands of pounds...



Installers not MCS approved...



Non-MCS approved products used...

Deposits taken – no work done...



Swimming pool heat pump used to heat house...

Inferior solar panels...

Consumers unable to claim government incentives...



Don't be scammed, follow our top tips overleaf.....



- Do not speak to cold callers.
- Take your time, don't be rushed - Get at least 3 quotes before deciding to contract with a company
- Before you sign a contract or pay a deposit make sure you read and understand all the information carefully; ask for clarification if you don't
- Never pay more than 25% of the contract price up front; check it will be protected
- Never sign a contract if you are being offered a discount or pressurised in any way at all to sign it; this might be illegal
- Remember if you sign an order form or contract with a sales rep in your home you have the right to cancel the contract from when you signed it, up to 14 days from the day after the goods are delivered to you
- If you want the installation to start during the 14-day 'cancellation period' you must give your express written consent; if you later cancel the contract you will have to pay for any work completed
- Even if you do not sign an order form or contract with a sales rep in your home you still have the right to cancel the contract within 14 days from when you made the contract; make sure you don't give up this right by signing a waiver
- If you are being offered finance by the company you're contracting with remember you have 14 days from the date you receive the documentation

from the finance provider to cancel the agreement without penalty

- Make sure you receive any estimate of the output from the system and the financial benefits linked to it clearly in writing before you sign the contract
- Make sure any testimonials you rely on are genuine; contact the people yourself to check that they are, and that they were not paid for. Before you sign a contract or pay a deposit make sure the company gives you in writing a quote including a standard performance estimate specific to your property and a full, all-inclusive breakdown of what will be supplied
- Before you sign a contract or pay a deposit make sure the company gives you in writing the standard terms and conditions that will form the contract



Read the Renewable Energy Consumer Code guidance carefully before you sign a contract or pay a deposit [www.recc.org.uk/consumers](http://www.recc.org.uk/consumers)

Check the Energy Saving Trust website for impartial and objective information and target prices:

[www.energysavingtrust.org.uk/Generating-energy/Choosing-a-renewable-technology](http://www.energysavingtrust.org.uk/Generating-energy/Choosing-a-renewable-technology)

Only approach approved traders listed on:

[www.recc.org.uk/scheme/members](http://www.recc.org.uk/scheme/members)

[www.microgenerationcertification.org](http://www.microgenerationcertification.org)

[www.buywithconfidence.gov.uk/home/?usertype=consumer](http://www.buywithconfidence.gov.uk/home/?usertype=consumer)



Citizens Advice: 03454 040506

Police Scotland: 101

Report anything that you consider suspicious