

Terms & Conditions

Last updated: 02/12/2025

These Terms & Conditions apply to services provided by Akshar Energy Ltd. T/A Solarwala.

1. About us

Akshar Energy Ltd. T/A Solarwala provides solar PV, battery storage, EV charging, maintenance and related renewable-energy services.

Registered office: 13 Lapstone Gardens, Harrow, England, HA3 0EB

Email: aksharenergyltd@gmail.com

Phone: 07956 990413

MCS Number: 78833

2. Scope of services

We may provide:

- Solar PV design and installation
- Battery storage installation
- EV charger installation
- System surveys and quotations
- DNO applications
- MCS certification support
- Maintenance and aftercare
- Product supply and warranty support

The exact scope will be set out in your quotation or contract.

3. Quotations

All quotations are based on information available at the time, including site details, energy usage, roof condition, access, electrical supply and customer requirements.

A quotation may change if a survey identifies additional works, access issues, structural concerns, electrical upgrades or other requirements.

4. Contract formation

A contract is formed when you accept our quotation and we confirm acceptance. We may require a deposit or staged payment before ordering equipment or scheduling work.

5. Payments and deposits

Payment terms will be stated in the quotation or contract. Deposits and advance payments must be paid by the agreed due date.

Where required under MCS or consumer-code obligations, eligible deposits and workmanship warranties will be protected through an appropriate insurance-backed scheme.

6. Customer responsibilities

You must provide:

- Safe access to the property
- Accurate information about the property and energy usage
- Permission for surveys and installation work
- Access to electrical equipment, meters, lofts, roofs and relevant areas
- Any required consents, unless we agree to manage these for you

You are responsible for confirming whether planning permission, landlord consent, leaseholder consent or other property-specific approvals are required.

7. Installation dates

We will make reasonable efforts to meet agreed dates. Dates may change due to weather, grid approvals, equipment availability, access issues, safety concerns or circumstances outside our control.

8. DNO approval

Some systems require DNO notification or approval before installation or commissioning. We will advise where this applies and may assist with the application. Installation or export capacity may be affected by DNO requirements.

9. MCS certification

Where applicable, installations will be completed in line with MCS requirements and relevant standards. MCS certification will only be issued once installation, commissioning, documentation and payment requirements have been completed.

10. Warranties

Product warranties are provided by manufacturers and vary by product. Workmanship warranty details will be confirmed in your quotation or handover pack.

Our current workmanship warranty is 2 years unless stated otherwise in writing.

Warranties do not cover damage caused by misuse, unauthorised alterations, lack of maintenance, third-party work, accidental damage, extreme weather or issues outside our control.

11. Performance estimates

Any savings, payback periods, generation estimates or return-on-investment figures are estimates only. Actual performance depends on weather, shading, energy usage, electricity tariffs, export tariffs, battery behaviour, system settings and customer usage patterns.

12. Cancellation rights

If you are a consumer and the contract is agreed online, by phone, email, at your home or away from our business premises, you may have a 14-day cooling-off period.

If you ask us to start work during the cooling-off period and later cancel, you may need to pay for work already completed, goods ordered or services provided up to the cancellation date.

Custom-made, specially ordered or installed goods may be subject to deductions where permitted by law.

13. Complaints

If you are unhappy with our service, please contact us first:

Email: akshareenergy ltd@gmail.com

Phone: 07956 990413

We will acknowledge your complaint and aim to resolve it fairly and promptly.

If your complaint relates to an MCS-certified installation and cannot be resolved with us, you may be able to escalate it through the relevant MCS or consumer-code complaints process.

14. Limitation of liability

We do not exclude liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any liability that cannot legally be excluded.

We are not responsible for indirect losses, loss of profit, loss of business, loss of expected savings or issues caused by third parties, grid restrictions, manufacturer defects or events outside our reasonable control.

15. Website use

The information on our website is provided for general guidance only. It does not constitute technical, legal, financial or investment advice.

16. Intellectual property

Website content, branding, text, images and materials belong to Solarwala or our licensors and must not be copied without permission.

17. Governing law

These Terms & Conditions are governed by the laws of England and Wales. Disputes will be subject to the courts of England and Wales.

18. Contact

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