Terms & Conditions

Registration in Power Up Oxfordshire

Document Version: d1.0

Last Updated: 05/11/2026

Scheme: Power Up Oxfordshire

Managed by: RetrofitWorks Limited

1. Definitions and Interpretations

In these General Conditions:

"RetrofitWorks" or **"we"** or **"us"** means RetrofitWorks Limited (company registration number 09161598), a not-for-profit cooperative society at Sustainable Workspaces, 5th Floor, County Hall, Belvedere Road, London SE1 7PB.

"Power Up Oxfordshire" or **"Scheme"** means the group-buying initiative for renewable energy technologies coordinated by RetrofitWorks, designed to reduce costs through collective purchasing power while maintaining high-quality standards.

"Registrant" or **"you"** means any individual or legal entity who has registered interest in the Power Up Oxfordshire Scheme but has not yet entered into an Installation Contract.

"Customer" means a Registrant who has entered into an Installation Contract with the Allocated Installer.

"Group-Buying Process" means the coordinated purchasing approach used to achieve cost reductions through aggregated demand.

"Your Auction Price" means the tailored recommendation detailing specifications and costs for renewable energy systems, based on the group-buying process outcomes. This does not constitute personal financial advice or a personal recommendation.

"Allocated Installer" means the vetted installation company assigned to deliver services under the Power Up Oxfordshire Scheme, operating under RetrofitWorks' quality management framework.

"Installation Contract" means the separate agreement between the Customer and the Allocated Installer for system installation.

2. Introduction

2.1 These General Conditions govern your participation in the Power Up Oxfordshire Scheme from initial registration through to the point of entering into an Installation Contract. By registering for the Power Up Oxfordshire Scheme, you agree to be bound by these conditions.

2.3 RetrofitWorks provides an independent service enabling participation in a group-buying initiative for renewable energy systems. This coordination service is provided free of charge to Registrants.

RetrofitWorks acts as:

- Scheme coordinator and administrator
- Quality assurance manager
- Consumer protection advocate
- Technical standards overseer
- Installation process supervisor

2.4 Your Auction Price and any information provided through the scheme are tailored recommendations only and do not constitute personal financial advice.

2.5 While RetrofitWorks takes every reasonable care to provide accurate information, details provided through the Power Up Oxfordshire Scheme are for guidance purposes only. You should conduct your own due diligence before proceeding with any installation. We strongly recommend seeking independent professional advice if you are uncertain about any aspect of the proposed installation.

3. Registration and Enrolment

To participate in the Group-Buying Process, you must first register your interest in the Scheme.

3.1 Registration Process:

Initial registration is conducted through the interest form on our website at www.powerupoxfordshire.co.uk or by e-mailing info@powerupoxfordshire.co.uk

Registration is free of charge and without obligation. All information provided by Registrants must be accurate, complete and current. Basic eligibility checks are conducted upon registration and RetrofitWorks reserves the right to verify any information provided. Any false or misleading information will invalidate your registration.

3.2 Information Management:

Registrants are responsible for maintaining accurate information throughout the process, any updates to personal details must be promptly notified to RetrofitWorks. RetrofitWorks is not responsible for any issues arising from inaccurate or outdated information. Documentation will be sent to your registered email so it is important that this is kept up to date. For Registrants without an email address, documentation will be sent to your registered address.

4. Group-Buy Service Description

4.1 RetrofitWorks' Role:

RetrofitWorks provides the following in delivering the Power Up Oxfordshire scheme:

- Coordination of the group-buying process
- Initial registration and eligibility verification
- Free access to an online tool that helps you explore the renewable energy options for your home
- Quality assurance oversight throughout the process
- Installation contractor oversight and performance monitoring
- Scheme administration and communications

4.2 Heatio Modelling Tool

RetrofitWorks may invite you to use Heatio, an online home energy modelling tool. While the Group Buy Process is in progress, Heatio provides a guide on what might suit your home, from the details you supply. This will include estimated installation costs based on our **previous** group buying auction prices, alongside potential energy bill changes if you proceed with installing a Heat Pump, Solar Panels and/or Battery Storage. You will be able to adjust different options to see what may work best for your property and budget.

You will be notified when the **live** group buy auction prices have been applied to Heatio.

All estimates are indicative only and should not be relied upon as guarantees of cost, savings, or performance.

4.3 Quality Assurance Framework:

RetrofitWorks maintains comprehensive oversight of the Allocated Installer through:

- Rigorous initial vetting and qualification of installers
- Verification of required certifications and insurance

- Regular performance monitoring against established standards
- Installation quality inspections on a sample of completed works
- Customer satisfaction tracking through feedback mechanisms
- Technical standards verification and compliance checks
- Issue resolution management and remedial action tracking

5. Participant Requirements

5.1 Registrant Requirements:

To participate in the Power Up Oxfordshire Scheme, you must be the legal owner of the property where installation is proposed or have written permission from the legal owner. You must provide accurate and complete information throughout the process, and maintain communication throughout the process

5.2 Property Requirements:

The property must be located within Oxfordshire and be technically suitable for the proposed installation, as determined by qualified assessment. The property must be accessible for survey and installation purposes, be compliant with relevant building regulations and planning requirements, and not subject to restrictions that would prevent installation (e.g., have had a listed building consent application denied). It must have adequate structural integrity to support the proposed technology.

6. Service Delivery

6.1 Planning Requirements:

Responsibility for obtaining all necessary planning permissions rests with the Customer. Listed buildings or properties in conservation areas may have additional restrictions. The Allocated Installer will provide guidance where appropriate. Neither RetrofitWorks nor the Allocated Installer accepts liability for planning-related delays. Planning permission may incur additional costs not included in the installation price.

7. Limitations of Liability and Customer Relationships

7.1 Nature of Service

RetrofitWorks provides a coordination and quality assurance service in connection with Power Up Oxfordshire. RetrofitWorks is not the supplier or installer of the products and services offered through the Scheme. RetrofitWorks is not a party to any Installation Contract entered into between you and the Allocated Installer.

7.2 Installation Contract Relationship

If you decide to proceed with an installation, the contract for that installation will be between you and the Allocated Installer, as defined in the Installation Contract. You are responsible for reviewing the Installation Contract and satisfying yourself that the proposed products and services are suitable for your needs and property before entering into that contract.

7.3 Limitation of Liability

Subject to clause 7.5, RetrofitWorks is not responsible for, and shall not be liable for any loss, damage, loss or expense arising out of or in connection with

- the acts, omissions, errors or defaults of the Allocated Installer or any third party
- the survey, design, supply, installation, commissioning, performance or non-performance of any products or services provided by the Allocated Installer
- any defects, faults or technical issues relating to products supplied or installed by the Allocated Installer
- any remedial works, delays, additional costs or disputes arising under or in connection with the Installation Contract
- any changes to the availability, value or eligibility criteria of grants, funding or incentives; or
- any delay, refusal, condition, restriction or other outcome arising from any planning permission or other approval process.

7.4 Planning Permission and Regulatory Approvals

Any planning permission, listed building consent, building control approval, DNO approval or other consent or approval required in connection with the installation is your responsibility unless otherwise expressly agreed in writing.

RetrofitWorks does not accept responsibility or liability for any delay, refusal, cost, condition or other consequence arising from any approval process or regulatory requirement.

7.5 Exceptions to Limitation

Nothing in these Terms and Conditions excludes or limits RetrofitWorks' liability for:

- Death or personal injury caused by its negligence
- Fraud or fraudulent misrepresentation, or
- Any other liability that cannot lawfully be excluded or limited.

7.6 Quality Assurance Role

RetrofitWorks may carry out installer vetting, quality assurance checks, customer support and complaint handling as part of the Scheme. These activities are intended to support good scheme delivery and consumer protection, but they do not make RetrofitWorks responsible for the installation itself or for the performance of the Allocated Installer under the Installation Contract.

Where appropriate, RetrofitWorks may assist in facilitating communication or resolution of issues between you and the Allocated Installer, but RetrofitWorks does not assume contractual responsibility for the installation works by doing so.

7.7 Right of Exclusion

RetrofitWorks reserves the right to:

- Exclude Registrants from current or future schemes at our sole discretion
- Remove registrations that do not meet scheme criteria
- Terminate participation where incorrect or misleading information is provided
- Refuse registration without providing specific reasons
- Withdraw the Power Up Plan if circumstances change
- Modify the scheme parameters if required by market conditions

8. General Provisions

8.1 Amendments

RetrofitWorks reserves the right to amend these conditions with reasonable notice to Registrants. Any amendments will be communicated via email and/or the website. Continued participation in the scheme following notification of amendments constitutes acceptance of the revised conditions.

8.2 Dispute Resolution

RetrofitWorks is committed to delivering a high standard of service and aims to resolve any issues promptly. If a concern arises, we encourage Registrants to raise it with us at the earliest opportunity so that we may address and resolve the matter. Should a concern remain unresolved, complaints may be submitted in writing to RetrofitWorks. All complaints will be dealt with appropriately and within an agreed timeframe and in line with our Complaints Policy which is available on request.

8.3 Governing Law

These conditions are governed by English law. Any disputes arising out of or in connection with these conditions shall be subject to the exclusive jurisdiction of the English courts.

8.4 Severability

If any provision of these Terms and Conditions is found to be invalid, illegal, or unenforceable by a court or other authority of competent jurisdiction, the remaining provisions shall remain in full force and effect.

8.5 Force Majeure

Neither party shall be liable for any failure or delay in performing their obligations where such failure or delay results from any cause that is beyond the reasonable control of that party. Such causes include, but are not limited to: industrial action, civil unrest, fire, flood, storms, governmental action, or any other event beyond the parties' control.

8.6 Entire Agreement

These Terms and Conditions constitute the entire agreement between RetrofitWorks and the Registrant with respect to the Power Up Oxfordshire Scheme registration process. They supersede any prior agreements, representations, or understandings between the parties, whether written or oral.

8.7 No Waiver

No failure or delay by RetrofitWorks in exercising any right under these Terms and Conditions shall constitute a waiver of that right, nor shall it prevent or restrict the further exercise of that right.

8.8 Third Party Rights

These Terms and Conditions do not create any rights under the Contracts (Rights of Third Parties) Act 1999 that are enforceable by any person who is not a party to them.

9. Data Protection

RetrofitWorks is committed to protecting your personal data and will process it in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Please refer to the Privacy Notice for further details on how we use the Personal Data you provide to us through this website.

10. Communication

10.1 Primary communications will be via:

- Email (our preferred method for important communications)
- Phone calls or Whatsapp messages (for time-sensitive matters)
- Written correspondence

10.2 You agree to notify RetrofitWorks of any changes to your contact information, particularly email addresses and phone numbers.

10.3 Important notices and information will be sent to the email address you provide during registration. It is your responsibility to check this email account regularly.

10.4 RetrofitWorks will endeavour to respond to all communications within 5 working days.

10.5 If you have consented to receive electronic communications from RetrofitWorks relating to the Power Up Oxfordshire Scheme, you may opt out of marketing communications at any time.

End of Terms and Conditions

For questions or concerns about these Terms and Conditions, please contact:

Email: info@powerupoxfordshire.co.uk

Website: www.powerupoxfordshire.co.uk

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