

Eco Approach Referral Scheme - Terms and Conditions

Date of Last Revision: 2nd May 2025

1. Introduction

These terms and conditions (the "Terms") govern the Eco Approach Referral Scheme (the "Scheme") offered by Eco Approach (referred to herein as "we", "us", or "our"). By participating in the Scheme, you (the "Referrer") agree to be bound by these Terms. Please read these Terms carefully.

2. How the Scheme Works

2.1 The Scheme allows existing Eco Approach customers and individuals currently in the quotation process (but who have not yet signed a quotation) to refer potential new customers ("Referred Friend") to Eco Approach for the purchase and installation of solar energy systems.

2.2 To make a valid referral, the Referrer must:

2.2.1 Inform their Referred Friend about their experience with Eco Approach and encourage them to contact us.

2.2.2 Ensure the Referred Friend contacts their original Solar Consultant, our dedicated solar line, or provides us with their details.

2.2.3 **Crucially, if providing the Referred Friend's details directly to us, the Referrer warrants that they have obtained the explicit and informed consent of the Referred Friend to share their personal data with Eco Approach for the purpose of this referral.** The Referrer shall indemnify and hold us harmless against any claims arising from a breach of this warranty, including but not limited to breaches of the Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR).

2.2.4 Ensure the Referred Friend provides the Referrer's full name and postcode to Eco Approach at the point of initial contact or quotation. This is essential for the referral to be correctly attributed.

2.3 Upon receiving a referral with the Referrer's details, we will engage with the Referred Friend through our standard solar consultation process to provide them with suitable solar energy system options and a quotation. The referral discount, as communicated separately by the Referrer to the Referred Friend, will be applied to the Referred Friend's quotation.

2.4 For a referral to qualify for a reward, the following conditions must be met:

2.4.1 The Referred Friend must enter into a contract with Eco Approach for the installation of a solar energy system.

2.4.2 The Referred Friend must have fully paid the contract price for the installed solar energy system.

2.4.3 The Referred Friend must not have been in prior contact with Eco Approach before the referral was made. We reserve the right to determine, at our sole discretion, whether a Referred Friend is considered a new customer.

3. Referral Rewards

3.1 Once the conditions in Clause 2.4 are satisfied, the Referrer will be eligible for a referral reward. The specific nature and value of the referral reward will be communicated separately by Eco Approach and may be subject to change at our discretion.

3.2 The referral reward will be paid to the Referrer's nominated UK bank account by the end of the calendar month following the month in which the Referred Friend's installation is completed and full payment is received by Eco Approach. We reserve the right to request bank account details from the Referrer.

3.3 The Referrer is responsible for ensuring that the bank account details provided to us are accurate. We shall not be liable for any delays or non-payment resulting from incorrect bank account information.

3.4 Any tax implications arising from the referral reward are the sole responsibility of the Referrer.

4. Eligibility to Participate

4.1 The Scheme is open to individuals who are either:

4.1.1 Existing Eco Approach customers who have previously purchased and had a solar energy system installed by us.

4.1.2 Individuals who are currently in the quotation process with Eco Approach but have not yet signed a quotation for a solar energy system.

4.2 The Scheme is strictly for personal referrals only. Referrals made in a commercial or business context are excluded from participation. We reserve the right to determine, at our sole discretion, whether a referral falls within this exclusion.

5. Limitations and Exclusions

5.1 A referral will not be valid if the Referred Friend has previously contacted Eco Approach, regardless of the source of that prior contact.

5.2 The referral discount and reward cannot be applied retrospectively to previous quotations or installations.

5.3 The referral discount is applied to the Referred Friend's quotation and is separate from the reward provided to the Referrer.

6. Changes to these Terms and Termination

6.1 We reserve the absolute right to amend, modify, suspend, or terminate the Scheme or these Terms at any time without prior notice. Any changes will be effective upon posting the updated Terms on our website or by other means of communication. Continued participation in the Scheme after any such changes shall constitute acceptance of the revised Terms.

6.2 We reserve the right to disqualify any Referrer from participating in the Scheme and withhold any referral rewards if we reasonably suspect fraud, abuse, or any activity that is inconsistent with the spirit and intent of the Scheme or these Terms.

6.3 Our decisions regarding the eligibility of a referral and the application of these Terms shall be final and binding.

7. Data Protection

7.1 Any personal data collected as part of the Scheme will be processed in accordance with our Privacy Policy, which is available on our website. By participating in the Scheme, you acknowledge that you have read and understood our Privacy Policy.

7.2 As outlined in Clause 2.2.3, the Referrer is responsible for ensuring they have the necessary consent to share the Referred Friend's personal data with us.

8. Governing Law and Jurisdiction

8.1 These Terms shall be governed by and construed in accordance with the laws of England and Wales.

8.2 Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

9. Contact Us

If you have any questions regarding the Referral Scheme or these Terms, please contact us at **hello@ecoapproach.co.uk**