

Customer Terms & Conditions

Important draft: This customer-facing summary must be reviewed and approved by your legal adviser before use in a quotation, contract or on the public website. It does not replace a signed project agreement.

1. Scope of work

The final scope, equipment, system capacity, exclusions, price and installation location are those stated in the accepted proposal or work order. Changes requested after approval may affect cost and schedule.

2. Customer responsibilities

The customer must provide safe roof access, accurate electricity and property details, required permissions, and timely access for survey, installation, inspection and service visits.

3. Site conditions

Recommendations are based on the visible and accessible site conditions at survey. Structural repairs, concealed defects, additional civil work, unusual access requirements or changes in roof conditions may require a revised scope.

4. Approvals and net metering

Suryasparsh may assist with documentation and coordination where included in the proposal. Approval, inspection, meter replacement, utility charges and processing timelines remain subject to the relevant authority and its current requirements.

5. Payments

Payment milestones, taxes, financing terms and consequences of delayed payment are governed by the accepted proposal or work order. Work may be scheduled or continued only in line with those agreed milestones.

6. Installation timing

Estimated timelines depend on material availability, weather, roof readiness, customer access, approvals and other factors outside the installer's reasonable control. Any committed schedule must appear in the signed agreement.

7. Warranties and support

Equipment warranties are provided by the respective manufacturers and are subject to their published terms. Workmanship and service coverage, where applicable, are defined in the accepted proposal or separate maintenance agreement.

8. System performance

Generation and savings figures are estimates based on stated assumptions. Actual output can vary due to weather, shading, soiling, usage, grid availability, equipment operation and changes in tariffs or policy.

9. Safety and maintenance

Customers should not alter, disconnect or access electrical or rooftop components without qualified assistance. Periodic cleaning and inspection should follow the operating guidance provided at handover.

10. **Questions and complaints**

Please contact Suryasparsh Solutions at contact@suryasparsh.com or +91 82 333 52 444. Project-specific issues should include the installation address and proposal or work-order reference.