

Customer Sales Agreement

With: The 22:23 Community Interest Company (registered in England and Wales, company number 16926837; VAT registration GB511720533)

Registered address: Victory House, 400 Pavillion Drive, Northampton, NN4 7PA

Version dated 27 August 2026. Replaces the version dated 16 February 2026.

This agreement is written in plain English on purpose. Where we explain a right you have, it is because it is yours by law and we would rather you knew about it than found out later. Where we explain a limit, it is because we are a non-profit buying group and we can only keep prices at cost if everyone understands who does what.

When we say "you", we mean a private individual buying a home battery system for installation at a home in Great Britain. When we say "we", "us" or "the organisation", we mean The 22:23 Community Interest Company. When we say "the system", we mean the GeePower Terra A Series home battery storage system described in your quote.

1. Welcome and our purpose

Thank you for choosing The 22:23 Community Interest Company. We are a registered non-profit organisation with no shareholders, set up to help households reduce energy bills, relieve fuel poverty and help those in need in our community.

We supply UK-accredited home battery systems at cost, with no profit and no retail mark-up. We do this by operating a collective purchasing model: customers place individual orders, and we group those orders into shared container shipments bought direct from the manufacturer. Buying and shipping together is what makes at-cost pricing possible.

A small contingency, typically around 5%, is built into the at-cost price. It is not profit. It exists to protect the shared shipment against things nobody controls, such as exchange-rate movement, shipping adjustments, compliance or insurance costs. Where the contingency is not needed, it is retained to support prudent reserves and targeted hardship relief, in line with our community-benefit purpose and the governance arrangements described in section 17.

Benefit to you: *You get a system at the price it actually costs to buy and bring to the UK, and anything left over goes back into the community rather than to shareholders.*

2. How the buying group works, and what you are buying

Rather than each household importing a system on its own, orders are grouped together and shipped in shared containers. Each container holds a fixed number of systems and ships once it is full. If your order joins a container early there may be a short wait while the remaining spaces fill; if it joins later, your system may ship sooner. In most cases containers fill within a few weeks, and you receive automatic updates as your order moves through each stage.

It helps to know exactly what you are buying. The system is manufactured by GeePower Energy Storage Solutions in China and travels to the UK by sea in a shared container. That is why the price is what it is. It also means the journey is exposed to things nobody in the UK controls: shipping-line schedules, port congestion, customs processing, weather, and world events such as conflict or sanctions. We explain in section 7 exactly what that means for timing, what we promise, and what protects your money on the way.

Think of it like a shared taxi to the airport. The taxi cannot leave until everyone is on board, and it cannot go faster than the traffic allows. But once it goes, everyone benefits from sharing the fare.

Benefit to you: *Wholesale pricing and shared logistics that would not be available to you on your own, with the trade-offs explained before you commit rather than discovered afterwards.*

3. Who we are to you (roles, plainly)

In everyday terms, we buy the system on your behalf and bring it to a UK distribution centre. In legal terms, we are the seller of the system to you, and we supply the installation through your chosen installer, who works as our subcontractor for that job. We say this plainly because it is good news for you: it is what allows the whole package to be zero-rated for VAT, and it means your legal rights as a consumer are with us, a registered non-profit on the Companies House register, rather than with a manufacturer overseas.

Specifically, the organisation:

- Aggregates customer orders into shared container shipments to secure wholesale pricing.
- Purchases the systems from the manufacturer under an insured supply agreement and imports them to the UK.
- Arranges delivery of systems to a UK distribution centre, where you collect or arrange onward delivery (section 12).
- Coordinates documentation, payment flows and audit records for the collective purchase.
- Notifies your electricity network operator on your behalf (section 8) and records the installer's completion notification.
- Engages your chosen installer as a subcontractor for your installation, holds the installation money until you are satisfied, and issues one final invoice covering the system and the installation.

We are not the brand owner and we do not design or manufacture the system. The manufacturer warrants the product (section 13) and the installer is responsible for the quality of their work on site. Neither of those facts takes away your rights against us; they describe how, in practice, a problem gets fixed. We hold appropriate UK insurance for our role.

We do not operate a fully staffed customer-service centre, because doing so would materially increase the price for everyone. Instead we keep the process joined up, keep you informed automatically, and make sure the right person is looking at any problem first.

Benefit to you: *One registered non-profit is legally responsible to you for the system and the installation, with the manufacturer's warranty and your installer's workmanship obligations sitting behind that, and a single invoice with 0% VAT on the whole package.*

4. Choosing and managing your installer

After your order is confirmed, the next step is to line up installation. You can nominate your own trusted electrician, or choose an installer from the Which? Trusted Traders directory at no cost. You discuss the job, agree the installation price directly with them, and book a date that suits you. If you need to change the date later, you simply reschedule with your installer.

Once you have agreed the price and a provisional date, your installer completes our online Subcontractor Onboarding Form. On it they confirm the agreed price, confirm that their installation is zero-rated as the installation of energy-saving materials in residential accommodation and that no VAT will be added, and declare that they hold public liability insurance of at least £1 million which will stay in force through your installation. That form is how they become our subcontractor for your job, and it is what makes sure they are paid promptly once the work is done.

Your installer must be appropriately qualified and registered with a recognised competent-person scheme, and must carry out the installation to current UK standards (section 14). We record their declarations but we do not inspect their policy documents, so for your own peace of mind we recommend asking your installer to show you their public liability certificate before work starts. Any reputable installer will be glad to.

You pay us for the installation, and we only pay the installer once you have confirmed you are happy with it. If your installer is no longer able to do the job, for example because they stop trading, we refund your installation payment to you in full. You then choose another installer, and we pick the process up again from there.

Benefit to you: *No mark-up on your installer's price, the VAT zero-rating protected by the way the job is structured, and your installation money never leaves our hands until you say the job is done, or comes straight back to you if your installer drops out.*

5. Prices, VAT and contingency

System prices are quoted at cost and reflect real-world costs at the time the quote is issued. Those costs move from day to day with raw materials, manufacturing inputs, shipping, exchange rates and compliance requirements, so an at-cost quote can only be held for a limited period, typically 72 hours. Once you place your order and pay, the system price is fixed and will not change, whatever happens to costs afterwards.

This offer is for installation in residential accommodation only. Under current UK VAT rules, the supply and installation of qualifying energy-saving materials in residential accommodation, including home battery storage, is zero-rated. That is a 0% rate, not an exemption, and it applies to the whole package because we supply both the system and the installation under one arrangement and one final invoice. If you want a system for business premises, or a system without installation, please tell us; that is a different transaction at the standard rate and is handled outside this agreement.

The zero rate is a temporary government measure. As the law stands it runs until 31 March 2027, after which the rate is scheduled to return to 5% unless the government extends it. The VAT rate that applies to your purchase is the rate in force when your installation is completed and our final invoice is issued. If the rate changes between your order and your installation, the difference is passed on at cost, with no margin, and we will tell you as soon as we know. Everything else about your price stays fixed.

Any collection, delivery, handling or storage arrangements beyond arrival at the UK distribution centre are arranged separately by you and are not marked up by us (section 12).

Benefit to you: *A fair price at the moment you decide, certainty on the system price once you have paid, 0% VAT on the whole package under the current rules, and no hidden margins anywhere.*

6. Payments and invoices

There are two payments and one final VAT invoice.

The system price is payable in full when you place your order, exactly as it would be for any online purchase. Paying it at order is what lets your system be ordered and manufactured without delay.

The installation payment is requested once your installer has been onboarded and your system has arrived at the UK distribution centre, whichever happens second, and it needs to be paid before installation goes ahead. We hold it and release it to your installer only after you have confirmed the installation is complete and you are happy with it. Your installer is paid from that money, so installation cannot start until it is with us.

When you confirm satisfaction, we issue one final VAT invoice covering the system and the installation, showing the payments already made and the VAT treatment applied.

Customer money is held in a ring-fenced account until it is needed to pay the manufacturer, the shipping and import costs, or your installer. Manufacturer payments are released in stages as production and shipping milestones are met, and every system is covered by marine cargo insurance from the moment it leaves the factory until it reaches the UK distribution centre. If you

pay by card, the usual protections offered by your card provider apply in addition to anything in this agreement.

You are free to fund your purchase however suits you, including personal finance. Where government-backed schemes such as low- or zero-interest loans under the Warm Homes Plan are open, you may be eligible to apply.

Benefit to you: *True at-cost pricing, a clear and auditable payment trail, your money protected while the system is made and shipped, and your installer paid only when you say so.*

7. Timelines, delays and what protects your money

The sequence is predictable even when the dates are not. Orders are grouped into a container, which typically takes a few weeks. Once full, the container is shipped to the UK, with the voyage usually taking 45 to 55 days. On arrival, systems are normally received into the UK distribution centre and ready for collection within about a week. Taken together, most systems are ready to collect eight to twelve weeks after they are allocated to a container. Bear in mind that we cannot allocate your system until your 14-day cooling-off period has passed, unless you ask us to allocate it sooner (section 11), so that fortnight sits in front of the clock. You receive an automatic update at each stage, and you can plan installation from the day you order, using the product manual and installation guide we provide in advance. The system is supplied with the essential connection accessories, which standardises the installation and keeps your installer's time, and therefore your cost, to a minimum. Most installations are completed within a few hours, ordinarily on the same day.

Those timings are our best estimates rather than promises, because the voyage is exposed to things nobody in the UK controls (section 2). What we can promise is a backstop: your system will be available for collection at the UK distribution centre within 16 weeks of being allocated to a container, extended day for day by any delay caused by events beyond our reasonable control, such as conflict, sanctions, port or shipping-line disruption, customs holds, carrier failure, severe weather or government action. A slow ship is not a reason for a refund, and we do not offer one; it is a reason for an update, and you will get one. A little patience is the price of buying at cost, and we think it is a good trade.

If your system is lost or destroyed in transit, that is what the cargo insurance is for. We will supply a replacement from the next available shipment or, if you prefer, refund the system price. If the long-stop date above passes without your system arriving, you may choose the same two options. Your legal rights if goods are not delivered are not affected by anything in this section.

Benefit to you: *A clear sequence, visible progress, a fixed backstop so the wait is never open-ended, and your money insured on the way rather than at risk.*

8. What we apply for on your behalf, and why it is good news

Before installation, we notify your Distribution Network Operator on your behalf under the national G99 process, using the approved online route. We do this after your cooling-off period has passed, so that no network operator is ever notified about an order that is later cancelled. You do not need to do anything.

The application is for this battery system only: one GeePower Terra A Series battery with its inverter, 6.2 kW single phase, set at the factory as a closed system that does not export to the grid. That is deliberate, and it works in your favour. Export tariffs pay far less for a unit you send out than you pay for a unit you buy in, so the most valuable thing you can do with stored energy is use it yourself. With a closed system every unit you store stays with you, there is no export tariff to sign up to, and nothing extra to certify.

The system can work alongside solar panels, but solar is separate generation and is not part of our application. If you already have solar panels, or want to add them, talk to your installer or electrician before installation: they will need to make their own notification to the network

operator for the panels, and it must be done before the panels are connected to this system. Our application does not cover them and cannot be extended to cover them.

The network operator's approval is valid for a period of time. If your installation is delayed beyond it, your installer renews it directly with the operator; we tell you both the dates when we file it. After installation, your installer files the completion notification through our online form, and the operator will usually send you an automated confirmation letter. It is normal, it is mostly written for households that export, and there is nothing you need to do with it beyond keeping it with your paperwork.

Benefit to you: *The grid paperwork done for you, a system that keeps 100% of what it stores for you, and a clear line drawn so that you know exactly where a solar conversation belongs.*

9. Who does what

You

- Give us accurate details, including your address and MPAN, and tell us if they change.
- Choose your installer, agree the price and date directly with them, and forward our Introduction email and the system specifications to them so they can quote accurately.
- Tell your installer if you have solar panels or plan to add them (section 8).
- Provide a suitable, accessible location for the system in line with the installation guide.
- Do not connect, open or attempt to install the system yourself; installation must be carried out by a qualified installer or the manufacturer's warranty and your safety are put at risk.
- Confirm promptly, through the link we send you, whether the installation has been completed satisfactorily. Your installer is waiting on that confirmation to be paid.

Your installer

- Be appropriately qualified, registered with a recognised competent-person scheme, and insured.
- Complete our onboarding form, carry out the installation to current UK standards, and file the completion notification to the network operator through our form.
- Remain responsible for the quality of their workmanship, site-specific matters and any additional works agreed with you.

Us

- Buy, insure, import and deliver the system to the UK distribution centre.
- Engage your installer as our subcontractor, hold the installation money, and release it only on your confirmation.
- Make the network-operator application, keep the records, send the updates and issue the final invoice.
- Stand behind the system and the installation as the seller, and coordinate the manufacturer's warranty and the installer's obligations when something needs fixing (sections 13 and 16).

Benefit to you: *You stay in control of installer choice, price and timing, with no mark-ups, one invoice, and the administration handled for you.*

10. Changes, extra works and site issues

Your installer's quoted price is intended to cover the agreed installation in full and is not expected to change once work begins. Occasionally, an issue only becomes visible once installation is under way, such as hidden electrical faults, unsafe or non-compliant existing

wiring, or other site conditions that could not reasonably have been seen in advance. Where that happens, your installer will explain the issue, why it needs to be addressed, and agree any additional work and cost with you before going ahead.

Our final invoice includes only the installation price originally agreed and onboarded. Any additional works are agreed and settled directly between you and your installer, outside this agreement.

Benefit to you: *The agreed price stays fixed unless a real, unforeseen issue is found, and if one is, you are told clearly and decide what happens.*

11. Cancelling and changing your mind

Although we are a non-profit selling at cost, the distance-selling rules apply to your order and you have the full protection they give. We explain them here because they are your rights.

Your right to cancel

You may cancel this contract at any time from the day you place your order until 14 days after the day you, or someone acting for you (including your installer), collect the system from the UK distribution centre or take delivery of it. To cancel, email us at hello@the2223.org with your name, address and job reference, or use the form at the end of this agreement, and please tell us why you are cancelling. The law does not make a reason a condition of cancelling, but it helps us understand what went wrong, and a clear record protects both of us if there is ever a disagreement about what happened. You only need to tell us before the 14 days run out; the return can follow.

Getting things moving sooner

For the first 14 days after your order, your system is recorded but not allocated to a container or included in a manufacturer purchase order. If you would rather not wait, you can ask us at the point of order to allocate your system straight away, and we will. This does not remove or shorten your right to cancel; it simply gets production and shipping started. If you later cancel a system that has already been allocated, it passes to the next customer in the batch.

If you cancel before collecting the system

We refund everything you have paid us, including any installation payment, to the original payment method within five working days of your cancellation.

If you cancel after collecting the system

You have 14 days from the day of collection to tell us, and a further 14 days from telling us to get the system back to our UK distribution centre, NSK Fulfilment in Daventry (the full address is on our its-arrived page). You arrange and pay for the return, and the system remains your responsibility until the warehouse has signed for it, so use a carrier who insures it.

The system must come back complete, in its original packaging, and in a condition that lets us sell it to another customer. You are welcome to open the box and look, just as you could in a shop; that is your right and it does not affect your refund. Anything beyond that does. If the system has been unpacked and dropped, broken, connected, used or otherwise handled beyond what was needed to check what it is, we reduce your refund by the loss in value, and if it has been damaged or abused to the point that it cannot be resold, that reduction is the whole price. The warehouse inspects every return on arrival. We refund once the inspection is done, and in any case within 14 days of the warehouse receiving the system back.

After the cancellation period

Once 14 days have passed since collection, your purchase is final and the cancellation right no longer applies. Your legal rights if the system turns out to be faulty are a separate matter and are not affected (section 13). If your circumstances change after that point, tell us: where we can

resell an uninstalled system to another customer we will try to help, returning the price achieved less any costs incurred, but this is at our discretion rather than a right.

Benefit to you: *Full legal protection and time to reconsider, the option to move quickly if you would rather not wait, and the rules for returns set out in advance so there are no surprises on either side.*

12. Collection, delivery, storage, ownership and risk

Once your system has cleared into the UK distribution centre we let you know, and you arrange collection or onward delivery. You may collect it yourself, send someone on your behalf (your installer, for example), or arrange delivery through the warehouse. Current collection and delivery options and prices are on our website at the2223.org/its-arrived; the warehouse agrees any fee directly with you and we add nothing to it. A small picking or handling fee may apply.

Please collect, or arrange delivery, within 14 days of our arrival notice. After that, the warehouse charges storage at £5 per day, paid directly to them. If a system remains uncollected for 45 days after the arrival notice and we cannot reach you, we will treat it as available for resale to another customer and return to you the price achieved less the storage and handling costs incurred.

Ownership of the system passes to you once the system price has been paid in full. Responsibility for loss or damage passes to you when you or your nominee collect it, or, where you have arranged delivery, when it is delivered to your address.

Benefit to you: *You choose how your system gets from the warehouse to your home, you save by collecting it yourself, and you know exactly when it becomes your responsibility.*

13. Warranties, faults and aftercare

Because we are the seller, your legal rights as a consumer in relation to the system and the installation are with us. Those rights include a repair, replacement or refund if the system does not conform to the contract, and they are not reduced by anything in this section. What follows explains how a problem actually gets fixed, which is quicker and kinder for everyone than starting with a legal letter.

If an issue arises after installation, contact your installer first. They are responsible for their workmanship and they are the person best placed to tell whether the problem is installation, configuration or the product itself. Most issues are resolved at this step.

Each system carries two manufacturer warranties. The first is a new-for-old warranty covering the whole system for five years: if a part fails, it is replaced. The second is a ten-year performance warranty on the batteries: GeePower warrants that after ten years the batteries will still hold no less than 70% of their original capacity. Where your installer identifies a product fault, you (or your installer) contact the manufacturer using the warranty contact details in the user manual, and you tell us. We coordinate the claim with the manufacturer on your behalf, including arranging any repair or replacement the manufacturer authorises, and where replacement stock is held as part of the collective purchase we use it. We follow the manufacturer's warranty process rather than making our own technical determinations, but we do not step back from the claim.

Because we do not run a staffed helpdesk, we do not offer telephone support, and your installer is the first point of contact by design. Where your original installer is no longer trading or reasonably available, you may appoint another suitably qualified electrician to assess the issue, and we will work with them in the same way.

Benefit to you: *Your consumer rights sit with a registered non-profit here in the UK, a new-for-old warranty and a ten-year performance warranty sit behind them, and the person who knows your installation looks at any problem first.*

14. Standards, safety and compliance

All systems supplied are accredited for use in the UK and have been independently tested and approved in line with Energy Networks Association requirements, including G99, the standard governing how generation and storage equipment connects safely to the network. In plain terms, the equipment has been assessed to operate correctly, protect the grid and meet national safety and performance requirements.

All installations must comply with current UK electrical safety regulations, including BS 7671. After installation, your installer files the network-operator completion notification through our online form, which sends the required information to the operator and updates our records. That notification, together with your confirmation that the installation is complete and satisfactory, forms the documented completion stage and releases the installer's payment.

Benefit to you: *Accredited, independently approved equipment, compliant installation, and the network notification handled as part of the process.*

15. Communications, updates and privacy

We communicate by email and through automatic updates as your order progresses. Please keep an eye on the address you gave us, including junk folders. We handle personal information in accordance with our Privacy Policy at the2223.org/privacy-policy and use it only to administer the collective purchase, installation and aftercare. We share it only with the parties directly involved and only where necessary: your installer, the warehouse and logistics providers, your network operator for the G99 notification, and the manufacturer for warranty and support.

Benefit to you: *Transparent updates and careful handling of your data.*

16. Complaints and resolving disputes

If something has gone wrong with your installation, contact your installer first (section 13). If a product fault is identified, the manufacturer's warranty process applies and we coordinate it. If a matter is not resolved through those routes, or if your complaint is about us, please write to hello@the2223.org with your job reference. We acknowledge complaints within 5 working days and aim to give you a full response within 28 days. As a buying-group coordinator we can help collate information, facilitate communication between the parties, and support an evidence-based review of what has happened, relying on installer or electrician records, manufacturer assessment and, where appropriate, independent evidence or insurers.

Some issues fall outside both the warranty and the installer's responsibility, such as damage during handling, installation outside the intended environment, exposure to unsuitable conditions, incorrect configuration by someone other than your installer, or power surges. Those are resolved on the evidence in the same way.

Where your installer is a member of Which? Trusted Traders, you may also use the independent dispute-resolution process provided through that scheme. We are not a member of an alternative dispute-resolution scheme for complaints against us, and we are not required to be. Nothing in this section prevents you from taking a complaint to Citizens Advice, Trading Standards or the courts.

Benefit to you: *A clear route that gets the right person looking at the problem first, with a written complaints process and independent options if it is ever needed.*

17. Governance and assurance

We operate to standards comparable to those applied to charitable organisations, in the interests of transparency and accountability. Governing members act in a trustee-like role, setting policy and providing independent oversight while remaining separate from day-to-day management, and help guide how any reserves are used and which good causes are supported.

Clear records and full audit trails are kept for payments, installer onboarding and key communications, and audited accounts are produced voluntarily.

Benefit to you: *Independent oversight, member involvement and audited records, so you can see that funds are handled responsibly and directed to community benefit.*

18. Limits on what we are responsible for (plain English)

We rely on information given to us by you, your installer, the manufacturer and other third parties, and we are not responsible for inaccuracies outside our reasonable control. We do not guarantee any particular level of savings, tariff performance or future electricity price; those depend on how you use the system and on factors beyond anyone's control.

We are not responsible for indirect or consequential losses, such as loss of expected savings or the cost of grid electricity while a fault, warranty claim or dispute is being assessed and resolved. Nothing in this agreement excludes or limits our liability for death or personal injury caused by negligence, for fraud, or for anything else the law does not allow us to exclude. Nothing in this agreement affects your statutory rights as a consumer.

Benefit to you: *Clear roles and responsibilities mean fewer surprises and faster resolution, with your consumer rights fully intact.*

19. General

This agreement, your quote, your order confirmation and our Introduction email together form the contract between us. If any part of this agreement is found to be unenforceable, the rest continues to apply. We may update this agreement for future orders; the version you accepted at order applies to your order. This agreement is governed by the law of England and Wales, and you may bring a claim in the courts of the part of the United Kingdom in which you live.

Annex: cancellation form

You do not have to use this form. An email saying you wish to cancel, with your job reference, is enough. It is here because the law requires us to give it to you, and because some people prefer to have one.

To: The 22:23 Community Interest Company, Victory House, 400 Pavillion Drive, Northampton, NN4 7PA. Email: hello@the2223.org

I/We hereby give notice that I/we cancel my/our contract of sale of the following goods / for the supply of the following service:

Job reference: _____

Ordered on: _____ Received on (if applicable): _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s) (only if this form is notified on paper): _____

Date: _____