

THE 22:23 COMMUNITY INTEREST COMPANY

Customer Agency Agreement

With: The 22:23 Community Interest Company (registered in England and Wales, registered non-profit number 16926837; VAT registration GB511720533). Registered address: Victory House, 400 Pavillion Drive, Northampton, NN4 7PA.

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.

One thing to say at the top. This is an agency agreement, not a sales agreement. You are not buying the system from us. You are appointing us to buy it for you, as part of the group. The installation is a separate matter: it is carried out by an installer you choose, at a price you agree with them, which is not part of the system price. Section 3 explains what that means in practice and section 4 sets out exactly what you are asking us to do.

When we say “you”, we mean a private individual appointing us to procure a home battery system for 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. When we say “the manufacturer” or “GeePower”, we mean GeePower Energy Technology Co., Ltd. of China, who make it and sell it to you through us.

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 help households get UK-accredited home battery systems at cost, with no profit and no retail mark-up. We do this by operating a collective purchasing model: each household appoints us to buy a system on their behalf, 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 19.

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 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 Technology Co., Ltd. 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. Section 8 explains what that means for timing.

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 for you and bring it to a UK distribution centre, and the installer you choose then fits it in your home at a price you agree with them. In legal terms we do those two things in two different capacities, and it matters that you know which is which.

For the system, we are your agent. You appoint us to procure it for you (section 4). We place the order with GeePower in our own name, on your behalf, as part of the group's shared purchase, and we pay for it with your money. The system is yours from the moment we buy it. We never own it, we never hold it as stock, and we add nothing to

what it costs. GeePower is the seller; we are the people you have trusted to deal with them for you.

For the installation, your installer is our subcontractor. It sounds like a technicality, but it does three good things for you. It keeps the whole package, system and installation, at 0% VAT, which is worth about £600. It means no mark-up, because you agree the price with your installer and we add nothing to it. And it means your installation money is safe, because we collect it and keep it until you're happy with the job.

Here's how it goes. You pick your installer and agree the price and date with them. They fill in a short online form confirming the price, and that makes them our subcontractor for your job only. When your system has landed and the install is booked, we collect your installation money and look after it. When the job's done, your installer files the completion notice through our form, you get a link, you click it, and your installer is paid.

Put the two together and you have a registered non-profit here in the UK that buys your system for you, looks after your installation money until the job's done, and issues one invoice for the lot at 0% VAT. That's also why we make you the promises in section 14, rather than leaving you to deal with a manufacturer overseas.

Specifically, the organisation:

- Aggregates household orders into shared container shipments to secure wholesale pricing.
- As your agent, orders your system from the manufacturer under an insured supply arrangement, pays for it with the money you have placed with us, and imports it to the UK.
- Arranges delivery of systems to a UK distribution centre, where you collect or arrange onward delivery (section 13).
- Coordinates documentation, payment flows and audit records for the collective purchase.
- Notifies your electricity network operator on your behalf (section 9) and records the installer's completion notification.
- Engages your chosen installer as our subcontractor for the job, 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 15) and the installer is responsible for the quality of their work on site. Neither of those facts takes away what we have promised you in section 14; 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: *A registered non-profit in the UK buys the system for you, holds your installation money until you say the job is done, and stands behind what it has promised in section 14, 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. Your appointment of us

When you place your order, you appoint us as your agent to procure one GeePower Terra A Series home battery system, as described in your quote, at the all-in cost shown on it. That appointment is the heart of this agreement, so here is exactly what it covers.

What you authorise us to do. To locate and specify the system; to place an order for it with GeePower in our own name on your behalf, as part of the group's shared container order; to apply the money you have placed with us to that order; to arrange inspection, insurance, shipping, importation, customs clearance and UK compliance; to arrange delivery to the UK distribution centre; and to deal with GeePower on your behalf on anything that arises with your order. In short, everything an individual household would find difficult, slow or risky to do alone with a manufacturer in China.

How we act. We act on your instruction, in your interests, and with reasonable care and skill. We charge you no fee for acting as your agent; the system price is the cost of the system and of getting it to the UK, with the contingency described in section 1, and nothing else. Section 7 explains what happens to your money, and the system is yours from the moment we buy it (section 13).

When the appointment can be withdrawn. For 14 days after your order you can withdraw it for any reason and have everything back (section 12). After that, once we have acted on your instruction and placed and paid for your order, the appointment has been carried out and cannot be withdrawn in respect of that order. You cannot un-instruct an instruction we have already carried out for you. What you can do instead is set out in section 12.

What the appointment does not do. It does not make you responsible for dealing with GeePower, with shipping lines or with customs; we do that. It does not expose you to the costs of the group as a whole; your money is applied to your order and nothing else. And it does not reduce any protection the law gives you. Where the law gives you a

right against us, this agreement says so, and where we have chosen to promise you more than the law requires, section 14 says so.

Benefit to you: *You hand the hard part of buying a system from China to a non-profit set up to do exactly that, at no fee, with your money kept yours and the system yours, and with the point of no return explained before you tick, not after.*

5. Choosing and managing your installer

After your order is confirmed, the next step is to line up installation. You can use your own trusted electrician, or find one through our Find an Installer page at the2223.org/find-an-installer, which lists the main directories, gives you a message to send them, and shows what they need from you to quote. 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 16). 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.

We collect the installation money from you and pass it to your installer only once you have confirmed you are happy with the job. 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.*

6. 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. If it costs us less than quoted to buy and land your system, the difference is treated as contingency under section 1; if it costs more, the contingency absorbs it, not you.

This arrangement 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. For VAT purposes, section 47 of the Value Added Tax Act 1994 treats an agent acting in its own name as receiving and making the supply itself. HMRC makes clear that this VAT treatment does not change the underlying commercial agency relationship. We act in our own name as your agent for the system, and your chosen installer carries out the installation as our subcontractor. On that basis, the qualifying supply and installation are treated through us for VAT purposes and the applicable zero rate is applied to the whole package 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 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 13).

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.*

7. Payments, your money and invoices

There are two payments and one final VAT invoice.

The system price is payable in full when you place your order. Customer money is ring-fenced until it is needed to pay the manufacturer, the shipping and import costs, or your installer, and nothing is paid out before the commitment date (section 12). Until then it

comes straight back to you in full if you withdraw. After that, manufacturer payments are released in stages as production and shipping milestones are met. Phased payments are quite normal when buying from the Far East, and we manage them on your behalf. Every system is covered by marine cargo insurance from the moment it leaves the factory until it reaches the UK distribution centre.

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. Your installer is paid from that money, so installation cannot start until it is with us.

On the day, your installer fits the system and, while still on the job, completes our online form. That fires an instant email asking if you're happy. If you are, one click and they're paid. We then issue your final VAT invoice covering the system and the installation, showing the payments already made and the VAT treatment applied.

If you pay by card, the usual protections offered by your card provider apply in addition to anything in this agreement. We suggest paying by credit card for that reason.

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, your money ring-fenced until it is needed, a clear and auditable payment trail, and your installer paid only when you say so.

8. 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. Bear in mind that we do not commit your order until your 14 days have passed (section 12), so that fortnight sits in front of the clock.

That said, 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, plus you'll receive a link to track the actual vessel as it makes its way to the UK.

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): conflict, sanctions, port or shipping-line disruption, customs holds, carrier failure, severe weather or government action.

If the ship is slow, you'll get an update, not silence, all possible through the vessel tracking link we provide. A little patience is the price of buying at cost, and we think it is a good trade.

Every system is covered by marine cargo insurance from the moment it leaves the factory until it reaches the UK distribution centre. If yours is lost or destroyed in transit, that is what the insurance is for.

Benefit to you: *A clear sequence, visible progress, and your system insured on the way rather than at risk.*

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

Every home battery in Great Britain has to be registered with the local electricity network before it's connected. The rules are called G99: the company (the DNO - Distribution Network Operator) that runs the network in your area has to be told about the battery and give its acceptance. Normally an installer does this. Here, we do it for you, online through the approved route, once your order is committed,

The application covers this battery system only: one GeePower Terra A Series battery with its inverter, set at the factory not to export to the grid. That is deliberate. Every unit you store is worth more used (or stored) by you and there's nothing extra to certify.

It does not cover solar panels. If you have them or plan to add them at a later date, that is between you and your installer: they will need to make a separate DNO application for the panels. We are not involved in that work or arrangement.

The DNO's acceptance is valid for 90 days. Our system automatically sends off the application 30 days after you order giving you and your installer ample time to fit the system within their given window. Time extensions are just an email request.

After installation, while your installer is still on site, they submit the A3-2 DNO notification confirming the system is now installed. This is completed through our website at www.the2223.org/installers

The DNO may send an export certificate letter post install. It's an automated letter. Keep it with your paperwork; nothing else is needed, no action needed on your part.

Benefit to you: *The grid paperwork done for you, a system that keeps everything it stores for you, and a clear line on where solar sits.*

10. Who does what

You

- Give us accurate details, including your address and MPAN.
- 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 9).
- 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

- As your agent, buy your system from the manufacturer, insure it, import it and deliver it to the UK distribution centre.
- Engage your installer as our subcontractor for the job, 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 what we have promised you in section 14, and run the Aftersales & Warranty Support route when something needs fixing (sections 15 and 18).

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.*

11. 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.*

12. Changing your mind: your 14 days and the commitment date

This agreement is the distance contract under which you appoint us to provide procurement agency services. For a distance service contract, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 provide a 14-day cancellation period beginning when the contract is entered into. We explain that right here, and we separately explain what happens after those 14 days have expired and we act on the authority you have already given us by committing your order to GeePower.

Your 14 days

You may withdraw your appointment of us at any time from the day you place your order until 14 days after it. To do that, email us at hello@the2223.org with your name, address and job reference, or use the form in Annex A. You do not need to give us a reason, although if you choose to tell us why, the feedback helps us improve. If you withdraw within the 14 days we refund everything you have paid us to the original payment method within five working days. Nothing has been spent, nothing has been ordered, and there is nothing for you to return.

The commitment date

The commitment date is the day we place your order with GeePower and apply your money to it. It is a real event, not a date on a calendar. It falls on or shortly after the fifteenth day; we never place your order inside the 14 days to protect you.

By the commitment date, your 14-day right to cancel this agency agreement has already expired. We then act on the authority you have already given us and place and pay for your order with GeePower on your behalf. Once we have done that, the procurement instruction has also been performed: your money has been committed to the purchase of your system from GeePower and that system belongs to you. This does not remove or reduce any separate mandatory right the law gives you in relation to the underlying goods, a fault, non-conformity, non-delivery or anything else this agreement cannot lawfully exclude.

After the commitment date: if you no longer want the system

Life changes, and we have thought about this. If after the commitment date you decide you no longer want the system, tell us. We will then act as your agent to resell it to the next household in the group. Because the Terra A is a standard product that other households are ordering, that usually happens quickly and at close to full value. We return to you what the resale achieves, less only the costs actually incurred on your order that cannot be recovered, such as carriage already paid, card processing fees not returned to us, and any warehouse storage or handling charges. We never charge you a cancellation fee or a penalty, and we never keep anything beyond those actual costs. If the system has already reached you, it comes back to the UK distribution centre complete and in its original packaging before it can be resold; what it fetches depends on the condition it comes back in, so those boxes are gold.

This is not a right to cancel. It is a promise about how we will behave as your agent if you need us to, and it is the fairest thing we can offer without passing your change of heart on to the other households in the container.

If something has gone wrong

None of the above is about faults, late delivery, a system that is not what you ordered, or a bad installation. Those are different, and the promises we make about them are in section 14.

Benefit to you: Fourteen clear days with everything refundable and nothing in motion, a commitment point that is a real event you are told about, and a fair way out afterwards that costs you only what has genuinely been spent.

13. 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 seven days of being notified. After that, the warehouse charges storage at £5 per day, paid directly to them.

Ownership. The system is yours from the moment we buy it for you on the commitment date. We never own it. From then until you collect it, we and the warehouse hold it on your behalf, and we keep it insured on the way.

Risk. 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. Until then, it is covered by the cargo insurance.

Benefit to you: *The system is yours and nobody else's from the day it is bought, you choose how it gets from the warehouse to your home, you save by collecting it yourself, and you know exactly when it becomes your responsibility.*

14. What we promise you about the system and the installation

Because GeePower is the seller of the system and you are the buyer, the law's rights against a seller are, strictly, rights against a company in China. We do not think that is good enough for a household in Britain, so we make you the following promises ourselves. They are ours, they are in addition to anything the law gives you, and nothing elsewhere in this agreement cuts them down.

The right system. The system we buy for you will be the system you instructed us to buy: a new GeePower Terra A Series home battery system, serial-numbered, matching the published specification on our Kick the Tyres page, UK-accredited and carrying the manufacturer's warranties in section 15. If it is not, we put it right at our cost, by replacement, repair or returning your money, as you prefer.

It is insured on the way. Every system is covered by marine cargo insurance from the moment it leaves the factory until it reaches the UK distribution centre.

The installation money is safe. Your installer is responsible for their workmanship (section 15). What we promise is that the installation money you pay us is held until you

confirm you are happy, goes to your installer only then, and comes straight back to you if your installer drops out before the job is done.

The warranty works from here. You never have to find the manufacturer. A warranty claim is raised on our Aftersales & Warranty Support page at the2223.org/aftersales, and the ticket goes to us and GeePower together, so it is actioned jointly within one to two business days (section 15).

Your money is looked after. It is ring-fenced until the commitment date and applied only to your order (section 7); the system is insured from factory to warehouse (section 8); and if you pay by card, the usual protections from your card provider apply as well.

These are promises we have chosen to make. We make them because the price of buying at cost should never be buying blind.

Benefit to you: *The protection you would expect from a UK seller, given to you in writing by a UK non-profit, without the retail margin that usually pays for it.*

15. Warranties, faults and aftercare

Your installer is responsible for the quality of their work on site, and we have promised in section 14 that the system will be the right one. Warranty claims go through our Aftersales & Warranty Support page, where we and GeePower handle them together. 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 five-year replacement warranty covering the whole system: if a part fails, it is replaced. The second is a ten-year performance warranty on the battery modules: after ten years they will still hold at least 70% of their reference capacity. Where your installer or electrician confirms the problem is the product and not the installation, you raise a ticket on our Aftersales & Warranty Support page at the2223.org/aftersales, with your order reference and the serial numbers from the system. The ticket goes to us and to GeePower at the same time and is actioned jointly within one to two business days. GeePower may charge a call-out fee if the fault turns out to be installation-related, which is why your installer looks first.

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, another suitably qualified electrician can assess the issue. It is important that an electrician/installer has confirmed a product fault before you raise a warranty ticket. This rules out install related issues such as a loose connection or a faulty breaker.

Benefit to you: *A five-year replacement warranty and a ten-year performance warranty, one page to raise a claim that reaches us and GeePower together, and the person who knows your installation looking at any problem first.*

16. 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. Every certificate and declaration is on our due diligence page. www.the2223.org/kick-the-tyres

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.*

17. 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 your order, warranty and support.

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

18. Complaints and resolving disputes

If something has gone wrong with your installation, contact your installer first (section 15). If a product fault is identified, raise a ticket on our Aftersales & Warranty Support page and we handle it with GeePower. 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 your agent 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.*

19. 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.*

20. 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. In particular: while a system is being assessed, diagnosed, repaired or replaced, whether under the warranty, an aftersales ticket, an installation issue or a dispute, you will be buying your electricity at your normal daytime rate for that time. We do not compensate for that, or for savings you expected the system to make, or for tariff benefits you did not get, or for any cost of changing tariff. The reason is simple: we sell nothing and keep nothing, and the only money we hold is the group's contingency, which exists to protect the shipment, not to underwrite individual electricity bills.

Our total liability to you under this agreement, for anything other than the matters in the next paragraph, is limited to the total amount you have paid us. In relation to the installation it is limited to the installation price you paid us; your installer is responsible for their workmanship and insured for it. We are a non-profit running on a 5% contingency; that is the pool there is, and it is shared with every other household in the group.

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.*

21. General

This agreement, your quote, your order confirmation, the appointment you tick at the order page and our Introduction email together form the contract between us. It is a contract under which we provide services to you: as your agent for the procurement of the system, and for the installation, which is carried out by your chosen installer as our subcontractor. It is not a contract for the sale of the system by us to you; that sale is made by GeePower, through us, on your instruction.

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 A: cancellation form

You do not have to use this form. An email saying you wish to withdraw, 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. Remember that it works within the 14 days described in section 12; after the commitment date, section 12 explains what we can do for you instead.

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 for the supply of the following service: the procurement of a GeePower Terra A Series home battery system and the arrangement of its installation.

Job reference: _____

Ordered on: _____

Name of consumer(s): _____

Address of consumer(s): _____

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

Date: _____