



**PRESTIGE SOLAR & HEATING LTD**

YOUR LOCAL ENERGY EXPERTS

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Sittingbourne: 01795 858137

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## Vulnerable Customer Policy

- At Prestige Solar and Heating Ltd, we make every effort to ascertain whether a consumer we contact is vulnerable in any way.
- Consumers may be vulnerable as a consequence of mental or physical infirmity, age, credulity, learning difficulties, illiteracy or if their first language is not English.
- The information we provide will be appropriate to the consumer's needs, taking into account any vulnerability.
- We take special care to ensure that the consumer understands the key documents, including the quotation, the contract and the guarantee arrangements.
- Where appropriate, we will seek the involvement of a trusted friend or relative in any contact we have with the consumer, and arrange for a trusted friend or relative to be present during a visit to the consumer's home. If this has not been possible, we will re-schedule the visit at a time when a trusted friend or relative is available to be present

PLEASE NOTE: ALL GOODS/PRODUCTS REMAIN THE PROPERTY OF PRESTIGE SOLAR AND HEATING LTD UNTIL WE RECEIVE FULL PAYMENT

COMPANY REGISTRATION NO: 7001547

VAT REGISTRATION NO: 123732830

DIRECTOR: MR N WHATLEY L.C.G.I



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