

# Consumer advice

## Important information about your protection



### To receive protection from our scheme:

- your installer must be a member of the scheme when you enter into a contract with them to carry out the work;
- you must enter into a contract direct with the member and pay the member direct;
- the installation must be on a domestic property; and
- the installation must be in England, Scotland, Wales or the Isle of Wight.

If you don't meet the above conditions, we may not be able to protect you. Please read on to understand the protection you will receive and the obligations you have.



### Vetted and accredited

Scheme members have passed our accreditation process for the product (or products) they want to be accredited for. They are also assessed to make sure they are keeping to our rules. Our assessments can include, but are not limited to, checking members' finances, competency certificates and business insurance. We may also share information with consumer bodies (where appropriate).



### Consumer advice line

Once you have entered into a contract with a scheme member, you can benefit from access to our consumer advice line. We are on hand to answer any questions you may have about the member during the installation.



### Free access to alternative dispute resolution

When you have entered into a contract with a scheme member, you can benefit from free access to our mediation services to help resolve a dispute you may have with them.

During the mediation process, the mediator may arrange for an independent inspection to be carried out on the installation (if they consider this appropriate). This service is also free to you. We will not be able to investigate your complaint if you are taking, or have already taken, a form of legal action.



### Free access to an independent ombudsman

In the unlikely event that we cannot resolve a dispute, as a consumer you will also have free access to an ombudsman service or an equivalent form of alternative dispute resolution. The decision is binding on the member but not on you. The ombudsman or alternative dispute resolution scheme will not be able to investigate your complaint if you are taking, or have already taken, a form of legal action. This service is only available to consumers and not commercial organisations.



### Free deposit and stage-payment protection insurance

The deposit and stage-payment protection insurance covers up to 25% of the contract value (maximum limit of £5,000) for **120 days** from the date you sign the contract (terms and conditions apply). We provide this protection to cover you in the unlikely event that the member cannot complete your installation because they have stopped trading.

To benefit from this protection (which we pay for):

- the member must have registered your installation on our online portal;
- you must have entered into a contract with the member, named as supplier on the certificate;
- you must be able to provide proof of your contract with the member, named as supplier on the certificate;
- you must be able to provide proof of the payments you have made to the member, named as supplier on the certificate; and
- the member must have ceased (stopped) trading, and if they are a limited company, Companies House must have confirmed this.

**No protection will be in place until we have written to you to confirm we have arranged this, after the member has registered your installation on our system, and in line with the conditions above. If you have not received our letter confirming we have arranged your protection within five working days of you signing the contract, please contact our member or us as soon as possible as your payments will not be covered.**

**Please note, the insurance we buy and the protection scheme we operate do not cover any payments (deposits and stage payments) of more than 25% of the contract value (or the maximum limit of £5,000) that you make to the member before the installation is finished and the contract is completed.**



### Free insurance-backed guarantee (IBG)

An IBG provides protection if the member ceases (stops) trading and cannot honour the terms of their written guarantee (terms and conditions apply). IBGs range from two to 10 years and the length of the IBG you receive may be different from the length of the written guarantee provided by the member.

To benefit from an IBG (which we pay for):

- your installation must be fully completed to your satisfaction, there must be no faults and you must have paid all amounts due direct to the member, named as supplier on the certificate;
- you must have a contract with the member, named as supplier on the certificate;
- you must be able to provide proof of your contract with the member, named as supplier on the certificate;
- you must be able to provide a copy of the written guarantee you received from the member, named as supplier on the certificate; and
- the member must have ceased (stopped) trading, and if they are a limited company, Companies House must have confirmed this.

**No cover will be in place until you have received your IBG certificate. If you have not received your IBG certificate, please contact the member to ask for it.**

### Important information

This leaflet sets out the full services available to you under the scheme. In order to receive the protection we offer, you must enter into a contract for goods or services with one of our members during their membership with us and keep to the conditions set out on this page. Our member is responsible for providing the goods or services to you under their contract with you. You are responsible for choosing which of our members to enter into a contract with. We will not enter into negotiations or discussions with members on your behalf (including providing advice on which of our members offers the most suitable or best value work for you). We are not responsible for the actions of our members.

**HIES**  
Consumer  
Code



**“Always use a HIES member when buying renewable products for domestic properties.”**

**George Clarke - Brand Ambassador**

Phone: 0344 324 5242 Email: [info@hiesscheme.org.uk](mailto:info@hiesscheme.org.uk) Website: [www.hiesscheme.org.uk](http://www.hiesscheme.org.uk)

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# HIES Consumer Code



“I am proud to support HIES in their mission to protect consumers.”

George Clarke  
Brand Ambassador

Join over 400,000 consumers who have used a HIES member.

## Consumer protection, made simple.



When you enter into a contract with a member of HIES to install renewable products at your home, you should receive the following.



### Vetted and accredited installers

All members have successfully passed our accreditation process for the product (or products) they want to be accredited for.



### Consumer advice line

We are on hand to answer any questions you may have once you have entered into a contract with a scheme member.



### Deposit and stage-payment protection insurance

Once your installation is registered with us, this covers up to 25% of the contract value (maximum limit of £5,000) for **120 days** (from the date you sign the contract). No protection is in place until we have written to you and confirmed the cover. We do not hold any deposits or money you may have paid.



### Insurance-backed guarantee (IBG)

An IBG provides protection if your installer ceases (stops) trading and cannot honour the terms of their written guarantee. IBGs range from two to 10 years and the length of the IBG you receive may be different from the length of the written guarantee provided by the member. **You will receive an IBG once the member has added in a date on our system to show when they completed your installation.**



### Alternative dispute resolution

Our mediators are always on hand to help resolve any disputes you may have with one of our members.



### Access to an ombudsman

As a consumer, you will have free access to an ombudsman service or an equivalent form of alternative dispute resolution if we can't settle your complaint.

**Please read the consumer advice section to understand the protection you may receive and the obligations you have.**