

## About Casa Verde

# A new solar business, doing things better

### The Casa Verde story

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Green home upgrades should be an amazing experience, but too often it isn't. They involve super complex decisions, with a huge learning curve – and often, the companies selling to you don't have the processes or technology to make it easy for you to understand the detail before buying.

So we set out to change that.

At Casa Verde, we use amazing software and real expertise to deliver a great customer experience. And we have invested heavily in software & operational excellence to ensure our work is done to the highest standard.

We are so grateful for your attention, and we'll work very hard to make this an amazing experience for you.

Hopefully you'll choose us to help green your home – and in the coming years, you'll see us grow into a household name.



**Dom Reardon**

*Founder*

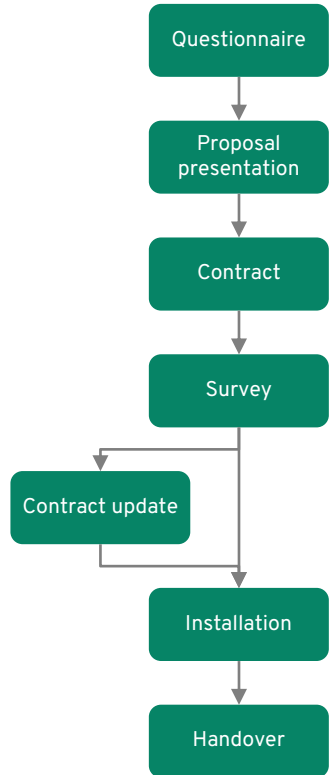
### Our industry accreditations and memberships

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## The process

# We streamline the whole buying experience without cutting corners



- We send you an online form that takes 2 minutes to fill out. You'll need an electronic copy of your latest utility bill.
- This information (and our design software) is enough for us to remotely design a proposal for you. In our proposal, we will recommend an option, but will also show you alternative design options for comparison.
- Immediately after you've filled in the form, you'll be directed to book a consultation where we will share our work with you over a video call. We find it very important to do this live, because the topic can be complex and customers often have many questions!
- If you're happy with our proposal, you sign electronically and pay a small (£1) Survey Fee.
- We then book your Survey date and Installation date
- Our proposal is very accurate in most respects – but naturally it's very hard to estimate everything remotely. Sometimes upgrades or changes are required to electrical wiring, or there are physical obstacles to cabling, etc. So we always send someone out to do a physical inspection.
- If the Survey identifies any changes to the proposal, we will go through these with you and send an updated contract for you to sign electronically. If you are no longer happy with the proposal, you can cancel the contract, and we will refund your Survey Fee.
- In the majority of cases, no updates are required after the survey.
- The big day arrives! Every installation is different – and we'll go through your unique circumstances ahead of time – but in general you can expect one day for installation, and to have scaffolding set up for a short period of time before & after.
- There is some paperwork to complete after installation, including Certification with MCS (so you can get your Smart Export Guarantee). We'll sort it all out for you, and have a handover meeting where we provide you with copies of all documents (certificates, owners manual, warranty documents) . We also keep copies, so if you ever need them in the future – just get in touch!