
Your right to cancel

Effective from 28 October 2026. This document does not reduce your statutory rights or any more favourable rights already agreed with Spark.

Your cancellation period

You may cancel this contract without giving a reason from the date it is formed until **14 days after your installation is completed**. If the law gives you a later cancellation deadline, that later deadline applies. This preserves your statutory rights, including any extension where required cancellation information has not been supplied.

You can cancel before installation as well as after it. The completion date is day zero; the following day is day one. For example, if installation is completed on 1 June, this completion-based period ends at the end of 15 June. We will confirm the completion date and cancellation deadline in your handover record. Signing the contract or the request to start work does not start a shorter 14-day deadline.

How to cancel

Tell Spark Energy UK Ltd clearly that you wish to cancel:

- **Email:** cancellations@sparkhome.co.uk
- **Telephone:** 0330 818 7273
- **Post:** Spark Energy UK Ltd, St. Pegs Mill, Thornhill Beck Lane, Brighouse, England, HD6 4AH.

You may use the optional form on page 4, but do not have to. Please include your name, property address and order reference if available so we can identify your order. These details help us identify it; they are not a condition of a valid cancellation. To meet the deadline, send your cancellation before the period expires. Keep a copy or record. We will confirm receipt.

What happens next

We will stop further work, except work needed to make the site safe, and arrange any necessary safe removal and collection. Do not disconnect or remove installed electrical equipment yourself. We will agree access and leave the property safe, secure and watertight.

We will refund payments, including standard delivery charges, without undue delay and within 14 days after being told of your cancellation, less only amounts lawfully payable as explained below. Refunds use the original payment method unless you expressly agree otherwise, with no refund fee. An additional amount you chose to pay for a more expensive delivery service need not be refunded.

If you expressly requested work to begin after receiving the required information, you may have to pay a **proportionate amount for services actually supplied up to cancellation**, calculated against the agreed contract price. Where the necessary information or request was missing, you will not be charged for those services during the statutory cancellation period.

We may also recover a reduction in the value of goods where the law permits, including loss caused by use or handling beyond what is necessary to establish their nature, characteristics and functioning. Any deduction must reflect the actual loss of value. **Charges can be substantial after installation and commissioning.** Page 3 explains the possible charges, including removal, access and collection where recoverable. There is no automatic cancellation penalty or forfeiture of your deposit.

We will provide a written breakdown explaining the calculation, any refund and any remaining balance. You may ask about likely charges beforehand, but **you do not need to obtain or agree a calculation before cancelling**. Asking about costs does not itself cancel your order or extend the deadline. We may waive charges in individual cases.

We will notify the relevant provider of cancellation where a linked agreement must also end. Contact your finance provider as well if applicable. These change-of-mind provisions do not limit your remedies for faulty goods, faulty installation or our breach of contract.

Possible charges if you cancel

The examples below follow the work actually completed, not a fixed number of days before installation. Only charges permitted by the contract and applicable law are payable; this is not a fixed tariff.

When you cancel	What may be payable
Before scaffolding or installation	DNO application or acceptance work already supplied, including an applicable network-operator fee, where chargeable. No installation labour that has not been supplied.
Scaffolding erected; installation not started	Chargeable DNO work and scaffolding services supplied, including necessary dismantling and collection where recoverable.
Installation started; not commissioned	Chargeable DNO and scaffolding work, the proportion of installation services supplied and consumables used. Necessary safe removal, access and collection where recoverable. Uninstalled, unused equipment is not automatically charged in full.
Commissioned; scaffolding still in place	Chargeable DNO, scaffolding and completed installation services; any recoverable loss of equipment value following installation and use; necessary decommissioning, removal and collection where recoverable.
Commissioned; scaffolding already removed	The same categories as above, plus any necessary additional scaffolding/access for removal, where recoverable.

We will explain each amount in writing, using the services supplied, supporting costs and any recoverable loss of equipment value. We will account for costs avoided and value recovered, and will not charge twice for the same work or loss. No sales commission, marketing or lead-generation costs will be added. Your right to cancel does not depend on agreeing the calculation.

Optional cancellation form

Complete and return this form only if you wish to cancel the contract.

To: Spark Energy UK Ltd, St. Pegs Mill, Thornhill Beck Lane, Brighouse, England, HD6 4AH;
cancellations@sparkhome.co.uk

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 [*]:

Ordered on [*/received on [*]:

Name of consumer(s):

Address of consumer(s):

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

Date:

[*] Delete as appropriate.

Order reference, if available (optional):