

# GridShare Services User Agreement

Valid from July 2021

Last Updated March 2022

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## 1. Introduction

These are the terms and conditions on which we supply GridShare Services (defined in [Section 3 GridShare Services](#)) to you. Please read this GridShare Services Agreement as it will tell you everything you need to know about the terms on which we will deal with each other. You accept this GridShare Services Agreement when you set up your Moixa Dashboard and App account.

### Information about us and contact details

We, us or our means Moixa Technology Limited (trading as Moixa).

Your installer will tell you who is providing your customer support.

Please contact your customer support team if you have any questions or complaints about GridShare Services, or wish to cancel this GridShare Services Agreement or need to notify us of any changes to your circumstances.

If Moixa is providing your customer support, you should contact us by email to [support@moixa.com](mailto:support@moixa.com) or by calling +44 (0)20 7734 1511. We are available between 9am and 6pm on weekdays (excluding UK Bank Holidays)<sup>1</sup>. You can also write to us at Moixa Technology, 29-31 Saffron Hill, London EC1N 8FH.

If Moixa is not providing your customer support, please refer to the contact information provided by your installer.

### Privacy

The protection of your personal information is important to us. We respect your privacy and want you to understand what we do with the information we hold about you. We recommend that you read our Privacy Policy, which can be found at [Moixa Privacy Policy](#), to understand how we collect and use your personal data and your data protection rights. Please note that our Privacy Policy does not form part of your contract with us. Moixa Technology Limited is the data controller of your personal data.

You can contact our data protection officer using the contact details above, asking for the Data Protection Officer or by email directly to [dpo@moixa.com](mailto:dpo@moixa.com).

### Complaints

We take any complaint seriously and we'll do our best to resolve any issue for which we are responsible straight away. If we need more time to investigate, we'll let you know and keep you updated.

If Moixa is providing your customer support, and your concern is about any part of your system which is not made by us or for which we are not responsible, we will endeavour to put you in contact with the appropriate person to deal with your complaint.

Our Complaints Policy is here. If you're not satisfied with our final response, you can seek independent advice and escalate your complaint to Citizens Advice, website [adviceguide.org.uk](http://adviceguide.org.uk) or call 03454 04 05 06 (or its equivalent in the jurisdiction where you live).

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<sup>1</sup> Telephone calls may be monitored or recorded for quality assurance and training purposes.

If Moixa is providing your customer support and you have any questions or complaints about your Product please contact us by email to [support@moixa.com](mailto:support@moixa.com) or by calling +44 (0)20 7734 1511. We are available between 9am and 6pm on weekdays (excluding UK Bank Holidays).

If Moixa is not providing your customer support, please refer to the contact information provided by your installer.

## 2. Our contract with you

### How we will enter into a contract

You accept this GridShare Services Agreement when you set up your Moixa Dashboard and App account.

### Your legal consumer statutory rights

We have a statutory legal duty to supply software, digital content and services that comply with this GridShare Services Agreement.

You may have additional legal consumer statutory rights relating to consumers (described below) in addition to your rights under this GridShare Services Agreement. These are subject to certain exceptions. Nothing in this GridShare Services Agreement will affect such additional legal consumer statutory rights.

For detailed information please visit the Citizens Advice website [adviceguide.org.uk](https://adviceguide.org.uk) or call 03454 04 05 06 (or the equivalent organisation in the jurisdiction where you live).

#### *Digital content*

English consumer law requires that digital content we provide must be as described, fit for purpose and of satisfactory quality. This means that:

- if your digital content is faulty, you're entitled to a repair or a replacement; and
- if you can show the fault has damaged your hardware and we haven't used reasonable care and skill, you may be entitled to a repair or compensation.

#### *Moixa Services*

English law requires that services we provide must be carried out with reasonable care and skill. This means that:

- if a service that we provide isn't carried out properly, you can ask us to repeat or fix it; and
- if you haven't agreed a timescale, it must be carried out within a reasonable time.

If Moixa is providing your customer support and you have any questions or complaints about your Product please contact us by email to [support@moixa.com](mailto:support@moixa.com) or by calling +44 (0)20 7734 1511. We are available between 9am and 6pm on weekdays (excluding UK Bank Holidays).

If Moixa is not providing your customer support, please refer to the contact information provided by your installer.

## 3. GridShare Services

Throughout this GridShare Services Agreement, when we refer to “GridShare Services”, we mean both optimisation and the Moixa Dashboard and App, each as described below together with any Customer Support that we are providing.

### Optimisation

For solar power generation - GridShare Services include identification of your home’s solar generation and consumption patterns and use of your energy storage system to save cost and maximise use of solar energy. We may use these generation and consumption patterns to create predictions and show them through the Moixa Dashboard and App.

Using energy from the grid - If your household is on a Time-of-Use tariff, then we will provide optimisation services including use of consumption and weather forecasts to generate a personalised charging plan to power your household from the cleanest and cheapest energy. If you also have solar panels, we will combine the solar energy generated alongside the Time-of-Use tariff.

Your control over operation modes<sup>2</sup> - when your energy storage system is first installed, Moixa will decide which operation Mode out of Balance, Scheduled or Smart is most appropriate for you. Moixa will continue to monitor your home’s energy data and may adjust the Mode which we consider to be optimal for you. However, you may select any of these Modes, overriding Moixa’s selection at any time. If you have selected a different Mode from the one recommended by Moixa, please note that this may impact your energy storage system’s performance and/or savings which you would otherwise make.

Balance Mode - Your energy storage system will charge when excess solar generation is available and discharge when there is household demand to maximise your self generated solar energy.

Scheduled Mode - Your energy storage system will follow your own set plan for different days of the week composed of charge and idle instructions in 30-minute increments. For periods where no charging instructions have been added the default behaviour is balance. These instructions will always be repeated weekly and can be repeated for different days of the week.

Smart Mode - Your energy storage system will follow a new AI-driven charging plan each day to optimise operation based on your household consumption predictions, solar generation predictions, and time-of-use tariff, in order to power your home with as much solar and low-cost energy as possible.

GridShare Services can also include the control and optimisation of other energy assets, such as electric vehicle chargers.

### Moixa Dashboard and App

The Moixa Dashboard and App allow you to monitor your home’s energy data and the performance of your energy storage system. They provide energy graphs and analytics to help you understand your energy generation and consumption patterns over time and how much energy your home consumes from various sources.

The Moixa Dashboard is a web application that you will need an up to date web browser (Chrome, Firefox, Safari, IE11, or Microsoft Edge) and an internet connection to access. Once you have created an account through the Moixa Dashboard, the Moixa App is available for download on both iOS and Android devices.

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<sup>2</sup> Please note that you must not change your Mode if you have been contacted to let you know that your energy storage system is part of an active flexibility contract.

If Moixa is providing your customer support and you have any questions or complaints about your Product please contact us by email to support@moixa.com or by calling +44 (0)20 7734 1511. We are available between 9am and 6pm on weekdays (excluding UK Bank Holidays).

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## 4. General Terms of this GridShare Services Agreement

### Upgrades, Updates and Limitations to GridShare Services

We may update the **GridShare Platform** (which is the software that enables us to provide GridShare Services), or develop patches, bug fixes, or make other modifications to reflect changes in applicable laws, regulatory requirements or for other reasons ("**Upgrade**") which may be automatically uploaded (and you consent to such automatic upload, without us providing any notice to you) or may require you to update or re-install the GridShare Platform. Any Upgrades will be aimed at improving the performance of your energy storage system and/or other energy assets and GridShare Services, but we'll make sure they continue to match the description we provided before they were installed. You will need internet access for us to deliver any Upgrade to you.

We won't be responsible if an Upgrade affects how your energy storage system and/or other energy assets and GridShare Services work if this is caused by your own equipment – for example your smartphone or broadband – not supporting the Upgrade. We will also not be liable for damage to your energy storage system and/or other energy assets and/or any other equipment, which you could have avoided by following our advice to apply an Upgrade offered to you free of charge.

GridShare Services may be temporarily unavailable due to reasons beyond our control, for example, if we have to carry out planned maintenance during notified time periods or due to unscheduled maintenance. We'll try to inform you in advance, but it may not always be possible to do so.

We use the Internet to send information to you - we'll do our best to keep our infrastructure running, but there may be instances which prevent or delay performance of GridShare Services. Please note that your smartphone or other mobile device will need to have reception and data coverage to be able to receive information.

### Provision, Monitoring and Use of Energy Data

The GridShare Platform can monitor your household electricity generation and household usage electronically at all times whether or not you are using electricity, as well as other information that you or the manufacturer of your energy storage system have provided to us e.g. your energy tariff ("**Energy Data**"). The Energy Data collected is used to create personalised predictions of your energy generation and consumption of electricity at any particular time. The GridShare Platform then schedules the best time for use of your energy storage system and/or other energy assets, based on these personalised predictions and controls your energy storage system or other energy assets to implement the schedule. The GridShare Platform may also use the Energy Data collected for aggregate profiling.

If you have a product manufactured by Moixa, we collect and monitor your Energy Data. If you have a product manufactured by a third party, we may collect your Energy Data directly from your energy storage system, but in some cases, such third party, and/or your energy provider may collect your Energy Data from your energy storage system or from you directly, in the case of e.g. tariff information. For us to be able to provide GridShare Services to you, if a third party is collecting your Energy Data, you must, and hereby confirm that you do, authorise such third party to send it to us. Please note that if the third party manufacturer ceases to share Energy Data with us, we will no longer be able to provide GridShare Services to you. If this happens, we will notify you, and this User Agreement will be cancelled.

We may share your Energy Data with your energy supplier or other third party (for example to enable a third party to provide customer support and/or maintenance services), but we will only do this if you have entered into an agreement with your energy supplier or such other third party to allow us to share such Energy Data and the energy supplier or other third party has provided us with details of such agreement. We recommend that you read our Privacy Policy, which can be found at Moixa Privacy Policy, to understand how we collect and use your personal data and your data protection rights.

In addition, we may use your Energy Data to improve our software.

### Entire Agreement and Inconsistency

This GridShare Services Agreement is the entire agreement between us relating to GridShare Services. If there is an inconsistency between any of the provisions in these terms and any user manual, Back-up Policy and Privacy Policy (together, the "**Additional Documentation**"), the provisions in these terms will prevail.

### Your Obligations

You must use GridShare Services and any other services we provide in line with this GridShare Services Agreement, Additional Documentation, the Hosting Services Provider Customer Agreement (defined below) and any applicable law.

If Moixa is providing your customer support and you have any questions or complaints about your Product please contact us by email to support@moixa.com or by calling +44 (0)20 7734 1511. We are available between 9am and 6pm on weekdays (excluding UK Bank Holidays).

If Moixa is not providing your customer support, please refer to the contact information provided by your installer.

You must provide us with (1) all reasonably necessary cooperation regarding this GridShare Services Agreement in a timely and efficient manner and (2) all reasonably necessary access to information as we require to provide GridShare Services, including Customer Data (defined below), security access information and configuration services.

You may access and use GridShare Services, but you have no right to receive a copy of the object code or source code for either the GridShare Platform or GridShare Services.

You must keep a secure password for the Moixa Dashboard and App and Additional Documentation, where required, and regularly change such password and keep such password confidential.

You must not copy, modify, adapt, alter, tamper with, repair, reverse engineer, decompile, decode, decrypt or otherwise disassemble, configure or modify the GridShare Platform and/or GridShare Services unless expressly permitted by law (which law cannot be excluded by agreement).

You must not use GridShare Platform and/or GridShare Services or any Additional Documents to provide a similar service to third parties. Further, you must not attempt to obtain, or assist third parties in obtaining, access to GridShare Platform and/or GridShare Services and Additional Documentation.

You must not access, store, distribute or transmit any thing or device (including worms, trojan horses or viruses) which may prevent, impair or negatively affect the GridShare Platform and/or GridShare Services.

You must not build any software or other product which competes with GridShare Platform and/or GridShare Services.

You must not copy the instructions, or any other documentation provided with GridShare Services or available on the Moixa website any more than is necessary for its proper use and operation or help anyone else to do so.

In the event any of the above takes place, you must promptly notify your customer support team, using the details set out at the bottom of this page.

## Moving home?

If you are moving home, please contact your customer support team, using the details at the bottom of this page.

If you wish to take your energy storage system and/or other energy assets to your new home and continue using GridShare Services, you are responsible for organising the de-installation of your energy storage system and/or other energy assets and its or their re-installation in your new property. If necessary, we will be able to offer you reasonable assistance with setting up GridShare Services once your energy storage system and/or other energy assets has or have been installed in your new property.

If you are leaving your energy storage system and/or other energy assets behind, you must also ask the person moving into your home to contact your customer support team so that they can register as new users to have the benefit of GridShare Services.

## Hosting Services Provider Agreement

The GridShare Platform is located on servers that are controlled by a third party company (the "**Hosting Services Provider**"). The Hosting Services Provider is currently Amazon Web Services, Inc. pursuant to an agreement which can be found at <http://aws.amazon.com/agreement> (the "**Hosting Services Provider Customer Agreement**"). The Hosting Services Provider has also been appointed by us to store the data inputted by you, any third party such as an energy supplier or us on your behalf to enable you to use GridShare Services (the "**Customer Data**"). We may appoint a replacement Hosting Services Provider to store the Customer Data and will notify you if we do so.

You confirm that you have read and agree to abide by the terms of the Hosting Services Provider Customer Agreement. You agree to comply with any obligations imposed on us relating to the use of the Hosting Services Provider's services as if you were a party to the Hosting Services Provider Customer Agreement.

We will use and store the Customer Data:

- to provide you with visualisation of your Customer Data through the Moixa Dashboard and App notified to you from time to time;
- to perform analysis on the Customer Data;
- to aggregate information and statistics; and
- where the owner of the energy storage system and/or other energy assets has granted you rights to use the energy storage system and/or other energy assets, to give such owner access to the data for the purposes of calculating and verifying the generation of electricity and battery usage.

If Moixa is providing your customer support and you have any questions or complaints about your Product please contact us by email to [support@moixa.com](mailto:support@moixa.com) or by calling +44 (0)20 7734 1511. We are available between 9am and 6pm on weekdays (excluding UK Bank Holidays).

If Moixa is not providing your customer support, please refer to the contact information provided by your installer.

## Customer Data

You are responsible for the reliability and accuracy of any Customer Data which you provide to us. You acknowledge and agree that personal data provided to us may be transferred or stored outside the UK, EEA or the country where you are located in order to provide GridShare Services and perform our other obligations under this GridShare Services Agreement.

We follow our archiving procedures for Customer Data as set out in our [Back-Up Policy](#). We will comply with our [Privacy Policy](#) relating to the privacy and security of Customer Data and will take appropriate technical and organisational measures against unauthorised or unlawful processing of your personal data, and its accidental loss, destruction or damage. If there is loss or damage to Customer Data, we will use reasonable commercial endeavours to restore the lost or damaged Customer Data from the latest back-up of such Customer Data maintained by us in accordance with the archiving procedure described in the [Back-Up Policy](#). We will only be responsible for loss, destruction, alteration or disclosure of Customer Data caused by the Hosting Services Provider acting on our instructions. We may share your Customer Data with your energy supplier or other third party (for example to provide customer support and / or maintenance services) if you have entered into an agreement with your energy supplier or such other third party to allow us to share such Customer Data and they have provided us with details of such agreement.

## Intellectual Property Rights

We own a portfolio of intellectual property rights (“IPR”) in relation to the GridShare Platform and GridShare Services, including but not limited to patents, copyright, trademarks, business names and domain names, and no rights to, under or in any IPR or licence, implied or otherwise, is granted to you in respect of the IPR or any other rights or licences in respect of the GridShare Platform and GridShare Services.

## Period of GridShare Services Agreement – renewal

Unless either of us cancels this GridShare Services Agreement (as detailed in the cancellation policy [below](#)), it will remain in force for an initial period of 36 months (and after that for successive periods of 12 months). 90 days before each occasion when this GridShare Services Agreement is due to renew, we will contact you to give you the opportunity to cancel it if you wish.

If you have an energy storage system manufactured by a third party, GridShare Services are provided without any charge to you for five years. At the end of five years, we reserve the right to start charging you for the provision of GridShare Services. If we intend to start charging you, we will give you at least 90 days’ notice of such intention. If you do not wish to pay in the future, we may stop providing GridShare Services to you.

## Personal use only

GridShare Services are provided for personal and domestic use only. If you use GridShare Services for any commercial, business or resale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity or any other losses (whether direct or indirect), including penalties or fines, which you incur because of such use.

## English language

Everything we write to you – including this GridShare Services Agreement – will be in English.

## Which law applies

This GridShare Services Agreement is governed by English law. Any claim or dispute arising under these terms is subject to the exclusive jurisdiction of the English courts to which you and we irrevocably agree to submit. If you live in and have purchased GridShare Services in a country other than England or Wales, you may benefit from additional statutory consumer protection under the laws of that country. Nothing in this GridShare Services Agreement, including this section, affects your rights as a consumer to rely on such additional protection.

## Who can benefit from this GridShare Services Agreement?

Nobody other than you can benefit from, or enforce, the terms in this GridShare Services Agreement.

## Transfer of this GridShare Services Agreement

We may transfer, assign, charge, sub-contract or in any other manner deal with our rights and obligations under this GridShare Services Agreement. We will contact you to let you know if we plan to do this. If you are unhappy with the transfer, you may contact your Customer Support Team to cancel this GridShare Services Agreement.

If Moixa is providing your customer support and you have any questions or complaints about your Product please contact us by email to [support@moixa.com](mailto:support@moixa.com) or by calling +44 (0)20 7734 1511. We are available between 9am and 6pm on weekdays (excluding UK Bank Holidays).

If Moixa is not providing your customer support, please refer to the contact information provided by your installer.

You may not transfer, licence, sell, rent, assign, distribute, display or otherwise commercially exploit or otherwise make available to any third party, GridShare Services, Additional Documentation or any of your rights and obligations under this GridShare Services Agreement to anyone else without our prior written approval. Please see [Moving Home?](#) for more details.

## Unenforceable terms

If any section of this GridShare Services Agreement is found to be void or unenforceable by a court, only that section will be removed, and the rest of this GridShare Services Agreement shall continue to apply as if that section were not included.

## Delay in enforcing this GridShare Services Agreement

If we fail to exercise any right to take, or delay taking steps against you for any breach of the terms in this GridShare Services Agreement or under law, that will not prevent us exercising that right or taking steps against you at a later date.

## Our right to make changes

We may make changes to this GridShare Services Agreement, the GridShare Platform, GridShare Services, the Back-Up Policy or the Privacy Policy. If we do, we'll put the changes on our website at [www.moixa.com](http://www.moixa.com). If the changes are significant, we'll let you know in writing. If you're not happy with the changes, you will have the opportunity to cancel this GridShare Services Agreement.

## Our responsibility for loss or damage

### Unlawful exclusions and limitations

We don't exclude or limit our liability where it would be unlawful to do so. This includes liability for:

- death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;
- fraud or fraudulent misrepresentation;
- breach of your legal rights in relation to GridShare Services, which must be provided with reasonable care and skill.

### Foreseeable loss or damage caused by us

We are responsible for any loss or damage you suffer that is a foreseeable result of our failing to comply with this GridShare Services Agreement or to use reasonable care and skill, but (other than as expressly provided in this GridShare Services Agreement) we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is obvious that it will happen or if both you and we knew it might happen at the time that you entered into this GridShare Services Agreement.

We will use reasonable endeavours to make GridShare Services available, but you acknowledge that there may be unavailability, suspension or termination for reasons arising from our Hosting Services Provider, factors outside our reasonable control, third party or your actions or inactions or factors related to your or third party technology, software or equipment and/or maintenance (as set out in [Your Obligations](#)).

### Damage caused by digital content

If GridShare Services are defective and damage any of your energy storage system and/or other energy assets, or digital content and this is caused by our failure to use reasonable care and skill, we'll either repair the damage or pay you compensation. However, we won't be liable for damage which you could have avoided by following our advice to apply an Upgrade offered to you free of charge (see [Upgrades, Updates and Limitations](#)) or for damage which was caused by you failing to correctly follow installation instructions or to have in place any advised minimum system requirements.

### General exclusions and limitations

**We are not responsible for** any costs, loss or damage that you or anyone else suffers due to:

- you being in breach of any of the terms of this GridShare Services Agreement;
- you or anyone else not using, maintaining or operating your energy storage system and/or other energy assets and/or GridShare Services in line with the relevant instructions, including any User Manual and installation guides for GridShare Services, which are provided to you or are on the Moixa website;
- you or anyone else not using your energy storage system and/or other energy assets and/or GridShare Services for the purpose intended;

If Moixa is providing your customer support and you have any questions or complaints about your Product please contact us by email to [support@moixa.com](mailto:support@moixa.com) or by calling +44 (0)20 7734 1511. We are available between 9am and 6pm on weekdays (excluding UK Bank Holidays).

If Moixa is not providing your customer support, please refer to the contact information provided by your installer.

- problems caused by your or anyone else's smartphone, computer, internet browser or internet connection or altering the radio frequency allocations of your system controls;
- your failure to get the appropriate licence, consent, permission or permissions (unless we offer to do so) to use GridShare Services;
- using GridShare Services in your home or anyone else's home without the permission or agreement of any other persons living in that property;
- your broadband connection or you or anyone else exceeding the permitted data limit on your or their broadband or mobile data packages;
- any failure or unavailability of GridShare Services caused by your failure to have and / or maintain network connections and telecommunications links to our data centres;
- unauthorised use of GridShare Services, for example if your smartphone or log-in details are lost or stolen. Keep your log-in details secret and use PIN protection on your smartphone to prevent unauthorised use of GridShare Services. If you believe that someone has gained unauthorised access, you can report this your customer support team, who will do what they can to help you reset your Moixa log-in details;
- you, or anyone else, interfering with GridShare Services, as set out in [Your Obligations](#);
- use or misuse, by you or anyone else, of the data collected by us;
- your or anyone else's failure to receive, a notification to you or anyone else in relation to the GridShare Platform and/or GridShare Services;
- your or anyone else's failure to take action as a result of receiving a notification from us;
- the energy savings that your hardware actually achieves in real terms varying from estimates previously provided or not being at an optimum level at all times due to, for example:
  - you not providing us with correct tariff information,
  - weather predictions being inaccurate,
  - energy prices provided by your energy suppliers being provided late or incorrect at any time or
  - significant changes in your energy consumption patterns leading to a lack of predictability;
- any accidental damage to your hardware you or someone else has caused.

**We are also not liable** if we are unable to do anything which we are normally responsible for under this GridShare Services Agreement, due to circumstances beyond our reasonable control (including but not limited to war, riot, civil commotion, terrorism, strike, lock out or other industrial disputes (whether involving our workforce or anyone else), failure of a utility service or transport or telecommunications network, malicious damage, pandemic, epidemic, earthquake, fire, storm, flood or other act of God). We will use reasonable endeavours to minimise the effects of such events, but if any such event prevents us from performing our obligations for 6 months or more, you may cancel this GridShare Services Agreement.

If Moixa is providing your customer support and you have any questions or complaints about your Product please contact us by email to [support@moixa.com](mailto:support@moixa.com) or by calling +44 (0)20 7734 1511. We are available between 9am and 6pm on weekdays (excluding UK Bank Holidays).

If Moixa is not providing your customer support, please refer to the contact information provided by your installer.

## 5. Cancellation

### When you may cancel

You can cancel this GridShare Services Agreement at any time by giving at least 90 days' notice to your customer support team. Once cancelled by you, for as long as your Product is still installed and operational, you may sign up to this User Agreement again. If you wish to do this, please contact your Customer Support Team.

We will give you at least 90 days' notice if we are going to make significant changes to (1) this GridShare Services Agreement, (2) GridShare Services, (3) our Back-up Policy or (4) the Privacy Policy. If you're not happy with any of these changes, you will have the opportunity to cancel this GridShare Services Agreement.

### When we may cancel, including option to charge in five years

We may cancel this GridShare Services Agreement by giving you at least 90 days' notice (or with less notice in circumstances provided in this GridShare Services Agreement or by law).

If you have an energy storage system manufactured by a third party, and we rely on such third party manufacturer to provide Energy Data to us, if it ceases to share Energy Data with us, we will no longer be able to provide GridShare Services to you. If this happens, we will notify you, and this User Agreement will be cancelled.

If you have an energy storage system manufactured by a third party, GridShare Services are provided without any charge to you for five years. At the end of five years, we reserve the right to start charging you for the provision of GridShare Services. If we intend to start charging you, we will give you at least 90 days' notice of such intention. If you do not wish to pay in the future, we may stop providing GridShare Services to you.

If we stop providing GridShare Services, this GridShare Services Agreement will be cancelled.

### What happens on cancellation

On cancellation, all licences granted will immediately terminate and you will no longer have access to GridShare Services, or any Additional Documentation.

Unless the Hosting Services Provider Agreement says otherwise, we'll retain your data for 30 days, during which time, you may ask for a copy.

Anything in this GridShare Services Agreement which is intended to survive cancellation or expiry of this GridShare Services Agreement will survive.

If Moixa is providing your customer support and you have any questions or complaints about your Product please contact us by email to [support@moixa.com](mailto:support@moixa.com) or by calling +44 (0)20 7734 1511. We are available between 9am and 6pm on weekdays (excluding UK Bank Holidays).

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