

Domestic Energy Assessments Ltd

DIY Spray Foam Compensation Guide (UK)

Step 1: Gather Your Evidence

Contract, finance agreement, invoice, warranty, photos, survey reports, mortgage refusal letters, emails and sales documents.

Step 2: Identify the Problem

Mortgage refusal, misleading sales claims, roof damage, poor workmanship, or unsuitable finance.

Step 3: Complain to the Installer

Explain what happened, provide evidence, and state the outcome you want (refund, removal costs, repairs, compensation).

Step 4: Complain to the Finance Company

If finance was used, submit a complaint with supporting evidence.

Step 5: Escalate if Necessary

If rejected, consider referring the complaint to the Financial Ombudsman Service.

Step 6: Possible Compensation

Refunds, finance cancellation, removal costs, repair costs, interest refunds and compensation.

Checklist

Contract ✓ Finance Agreement ✓ Photos ✓ Survey ✓ Complaint Sent ✓

Key Tip

Keep everything in writing and retain copies of all evidence and correspondence.

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