

## **Solar Savings Guarantee Terms and Conditions**

1. These terms set out the terms and conditions of the Savings Guarantee that we have provided to you.

### **Eligibility**

2. To be eligible for the Savings Guarantee you must:
  - a. Purchase a Solar System from Solar Saving Pty Ltd
  - b. Your Solar System must have been installed and your meter must have been installed/updated, for the guarantee period to begin.
  - c. Where we choose to deploy Inverter monitoring, you agree that your Inverter will be connected to the internet so that we can access information about how much energy your system is generating and calculate your electricity usage during the Guarantee Period.
  - d. Your average daily usage in KWH's must not exceed your previous bill supplied to us when designing your solar system.
  - e. Comparative electricity bills must be for the same time duration.
  - f. If you are deemed eligible for our savings guarantee you will receive a one-off payment covering one electricity bill.

## General Terms

1. You must take all reasonable steps to ensure that your Solar System has access to at least the same amount of sunlight as it did when it was installed. You must also not do anything, omit to do anything, or allow anyone else to do anything (to the extent it is within your control) that would reduce the output of the Solar System. This includes keeping trees, bushes and hedges trimmed and not erecting or modifying any building or structure (for example, an air conditioner unit or aerial) that would shade the Solar System.
2. If we decide to conduct remote troubleshooting, you may need to provide us with reasonable assistance (for example, by telling us which coloured lights are shown on the inverter).
3. If the output of the Solar System as measured by the Inverter is reduced because of:
  - a. something you do or fail to do that is within your reasonable control (for example, if you don't provide us with reasonable assistance with remote troubleshooting, do not prune trees which shade the Solar System, or your grid electricity is disconnected); or
  - b. an obstruction (for example a tree or a new construction) on a neighbouring property which shades the Solar System,

This will void the Savings Guarantee.

4. We may monitor the performance of your Solar System and intend to do so remotely (for the most part). You must notify us if you believe that there is a fault or problem with the Solar System as soon as possible (and in any event within 2 Business Days).
5. If your next full electricity bill for the Supply Address during the Guarantee Period is less than the comparative bill will provide a one-off payment for covering the entirety off your comparative electricity.

6. If you believe you are eligible for the savings guarantee, you must inform us within 10 business days of receiving your electricity bill. Failure to do so will void the Savings Guarantee.

## **Privacy**

7. We do not disclose your personal information to any third-party organisations.

## **Meaning of terms in these Terms**

**Business Day** means a day that is not a Saturday, Sunday, or public holiday in the capital city of the State or Territory of your Supply Address.

**Savings Guarantee** means we guarantee you save money on your next electricity bill.

**Guarantee Period** means your next electricity bill commencing on or after the date of installation and metering upgrade is completed.

**Inverter** means the inverter we install at your Supply Address to measure the electricity generated by the Solar System.

**Solar Details Section** means the details section which forms part of your contract for your Solar System purchase.

**Solar System** means the electricity solar panels, Inverter, meter, cables and other equipment we sell you and install at your Supply Address.

**Supply Address** means the address in the “Details Section” of the contracts for your Solar System purchase.

**Solar Order Confirmation** means the document setting out the details of your order for the Solar System.

**‘We’, ‘Us’ and ‘Our’** means Solar Saving Pty Ltd ABN 53 634 446 290.

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