

'Eco Smart Solar Energy Pty Ltd' trading as 'Greenlife Solar Energy' - Standard terms and conditions.

ABN: 64 612 191 189, Builder's License: BLD 234104

These terms and conditions apply to all products and services quoted, supplied and installed by Greenlife Solar Energy or its contracted staff.

Within these terms and conditions:

"Greenlife Solar Energy" is referred to as "Greenlife"

The customer name (as shown on the contract acceptance form) is referred to as "Customer"

"SA Power Networks" is referred to as "SAPN"

Quotations & Orders

- Quotations issued by Greenlife are valid for 14 days unless otherwise stated.
- A deposit is required for an order to proceed. The deposit amount is either \$1000 or 20% of the gross system price, whichever is greater, unless otherwise noted on the contract acceptance form.
- Net system prices quoted assume surrender of STC's to Greenlife.
- If any quoted government rebates are altered or withdrawn (either at quote stage or once an order has been placed, but not yet installed), neither the customer nor Greenlife is obliged to proceed.
- Pricing of service and goods is subject to change without notice.
- Greenlife reserves the right to substitute any quoted products with a suitable replacement prior to installation, should unforeseen circumstances occur. Any substitutions will be presented in writing and must be agreed upon by both Greenlife and the Customer. If the Customer does not agree to the proposed substitution in writing, a full refund of the deposit will be granted.
- Any solar system performance or financial savings figures quoted by Greenlife are based on industry guidelines and Greenlife's own expectations. They are estimates only and are not guaranteed.
- Orders that are cancelled by the Customer prior to installation will forfeit any deposit paid.

Payment

- Complete payment by the Customer for the solar system is due on the day of installation, once installation of the solar system is complete (excluding any SAPN electricity meter or switchboard upgrades), unless otherwise agreed to in writing between Greenlife and the Customer.
- Upon completion of the solar system installation, complete payment for the solar system must be made to Greenlife regardless of any outstanding SAPN electricity or switchboard upgrades.
- Payments can be made by cash, cheque, or electronic funds transfer.
- Customers may make payments between the time of deposit and install, provided the final balance is paid in full on the day of installation.

Installation & Warranties

- The risk of goods to be installed passes over to the Customer at the contractual point of installation, as shown on the contract acceptance form. However, the property and the legal title of the goods remains with Greenlife until the Customer has paid the balance owing in full.
- Greenlife (and its contracted staff) reserve the right to repossess any installed equipment should the balance payment be withheld or refused. This may include entering the Customer's property to do so with or without notice.
- Greenlife Solar Energy is responsible for the goods until they arrive at the contractual point of delivery (the address noted on the "contract acceptance" form) Any goods that are found to be damaged in transit will be replaced free of charge by Greenlife, provided notice is received in writing within 3 days of delivery.
- Warranties for specific products and services provided by Greenlife can be found in Greenlife's customer user manual. Greenlife will also provide warranty information to the Customer upon request. Where it is reasonable, Greenlife will co-ordinate communication between the Customer and the manufacturer for warranty purposes.
- Installations performed by Greenlife or its contracted installers are warranted to be free of defects for a period of 5 years from the date of installation. This covers framing, brackets, associated electrical work and other workmanship performed as part of the solar installation. Solar panels and inverters carry their own warranties as issued by their respective manufacturers.

SAPN Connection & Import/Export Meter

- Greenlife will endeavour to lodge all required SAPN and electricity retailer paperwork on the Customer's behalf in a timely manner. However, Greenlife is unable to take any responsibility for delays in SAPN connection approval or SAPN meter changeover booking times, which is at the discretion of both SAPN and the Customer's electrical retailer.
- If the customer's house has an existing digital electricity meter, it is likely that once the solar system is installed, it will need to remain turned off until such time as the import/export meter has been installed by SAPN. Greenlife has no control over the processing time by either SAPN or the customer's electricity retailer, and complete payment for the system must still be made once the solar system has been fully installed, regardless of whether the new SAPN meter has been installed or not.
- Any prices quoted to the customer for SAPN meter changeover costs are a guide only and can change without notice.