



By Signing this contract customer accepts the following Clauses and SolarBright T&Cs

1. Main switchboard upgrade or modification not included unless stated.
2. If, after reviewing the site's details and/or site's inspection, SolarBright considers the installation should not proceed (for reasons such as unavailable access, roof condition, safety etc), the order will be cancelled, and any deposit refunded
3. The balance can be paid by cash, EFT, bank cheque or credit card. Credit Card payments for the balance of system are subject to a 2% surcharge fee.
4. Pricing for solar systems is quoted after a deduction for STC's value and assumes STC's are assigned to SolarBright or its agent. Otherwise full value of STCs will be payable to us.
5. Internet connectivity must be available at the point of installation with sufficient signal for SolarBright to connect the system for monitoring purposes. SolarBright is not responsible for IT costs to ensure internet availability.
6. Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
7. Cooling off period is 10 days. \$250 cancellation fee apply if the customer changes his/her mind after the cooling off period.
8. The customer is responsible to check with local council, strata, or any other authority if other approval is required. Our fees as per our proposal shall not be affected on these approvals.
9. The risk of loss or theft, or damage to the system passes to customers on delivery of the products to the site.
10. We take extreme care not to cause any damage while working on the roofs, if for any reason a few roof tiles crack during the installation process we will expect customers to have spare tiles for us to use as replacements otherwise we will ensure the cracked tiles are sealed adequately and identified for the customer to replace later. Walking on roofs may cause some dents to metal roofs which we will not be expected to repair or replace metal sheets.
11. It is always recommended to mount inverters and batteries away from direct sunlight, it will be the customer's responsibility to erect shade awnings or screens if the selected location is exposed to direct sunlight.
12. SolarBright will not be responsible for any financial losses caused while solar system is not functioning or getting repaired.

Progress Payments for jobs with multiple installation stages required:

13. **Minimum 10% deposit** to cover design stage, PTC application & stock allocation - larger amount may be required for complex projects.
14. **70% progress payment Stage 1**, Example: installation of solar panels or skylight domes.
15. **20% progress payment Stage 2**, Example: installation of inverter or skylight diffusers



16. **Important Note:** If the solar system is not commissioned by a 31 of December the cost difference in STC rebates will be charged separately to the customer. STCs rebates are reduced on 1st of January of each year.

The STC's (Small Technology Certificates) incentives are part of the Australia's Renewable Energy Target scheme. These incentives can significantly reduce the cost of solar systems. The value of these Certificates is deducted from the price of the solar system when customer accepts to assign them to SolarBright as a point of sales discount. For more information about STCs click [Here](#)

Clean Energy Products P/L / SolarBright Terms & Conditions

1. Introduction

Who does this agreement apply to?

- 1.1 This agreement is between:

- (a) Clean Energy products ABN 22 631 911 218, referred to as “we” or “us”; and
- (b) the customer named in the Quote, referred to as “you”.

What is this agreement made up of?

- 1.2 This agreement is made up of Terms and Conditions; and the Quote attached to these Terms and Conditions.

What does this agreement cover?

- 1.3 The agreement covers your purchase of products & services as per the quote.

When does this agreement start and end?

- 1.4 This agreement starts when you accept our offer set out in the Quote, which you can do by:

- (a) Sending signed agreement to us or sending your acceptance with deposit.
- (b) accepting the offer over the telephone, by calling our telephone & paying the deposit.

- 1.5 However, your purchase of the System will not become final until all of the following conditions have been satisfied:

- (a) you have paid us the Deposit; and
- (b) your electricity distributor (the company that actually delivers electricity to the Premises) has granted Grid Connection Approval.

- 1.6 This agreement ends when we have finished installing and commissioning the System, unless we or you end it earlier in accordance with its terms.

- 1.7 If we have delivered and installed the System, then after the agreement ends the guarantees and related terms in clause 11 will continue for the Guarantee Period.



Other rules

- 1.8 In addition to this agreement, various laws and codes, including the Australian Consumer Law and, if we have volunteered to be bound by it, the CEC Solar Retailer Code of Conduct, also contain rules applicable to the sale and installation of solar photovoltaic systems.
 - 1.9 We will comply with these rules in selling you products as per the quote.
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2. Sale of the System

- 2.1 Provided the conditions in clause 1.5 have been satisfied, we agree to sell, and you agree to purchase, the System on the terms of this agreement.
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3. Payment

Payment of the Deposit

- 3.1 You must pay us the Deposit at the same time as you accept our offer set out in the Quote.

Payment of the Balance

- 3.2 You must pay us the Balance at the same time as we deliver the System to the Premises.
- 3.3 Title in the System passes to you on payment of the Balance, provided you have already paid the Deposit and all other amounts you owe us.

Payment methods

- 3.4 Payments under this agreement can be made by bank cheque, money order, cash, debit card, credit card or direct deposit.

When payment is taken to be made

- 3.5 You will be taken to have made payment on the date on which we receive your payment as cleared funds in our bank account.
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4. Refunds

- 4.1 If you have paid us money under this agreement, but the agreement ends for any of the following reasons before we install the System at your Premises, then when the agreement ends we will promptly refund all of the money you have paid:
 - (a) if we have not delivered and installed the System at the Premises within 4 weeks after the original Target Date, and you choose to end the agreement under clause 7.7;
 - (b) if we give you notice of a price increase under clause 5, and you choose to end the agreement in accordance with clause 5.3 rather than accept the price increase; or
 - (c) Grid Connection Approval is refused.
 - (d) If any of the equipment quoted is unattainable and you do not agree to equipment of a similar quality to be substituted

5. Price increases

- 5.1 Subject to clause 5.2, we can increase the price of quoted price to cover any new or increased cost in selling and installing the System under this agreement.
- 5.2 We can only increase prices under clause 5.1 if:
- (a) it is reasonable to do so;
 - (b) we are not prohibited by law from doing so; and
 - (c) we give you written notice of the increase at least one week before the Target Date set out in the Quote, or, if we have notified you of a new Target Date under clause 7.6, that new Target Date.
- 5.3 If we give you notice of a price increase and you prefer to end this agreement rather than accept the price increase, you can end the agreement in accordance with clause 5.4 and, if you do, we will give you any refund required under clause 4.1(b).
- 5.4 You can end this agreement under clause 5.3 by:
- (a) calling us on our telephone number as set out in the Quote; or
 - (b) giving us written notice of this, by post or email,
- before the Target Date set out in the Quote, or, if we have notified you of a new Target Date under clause 7.6, that new Target Date.
- 5.5 If we send you notice of a price increase and you do not end this agreement under clause 5.3 by the relevant date, you will be taken to have agreed to the price increase.
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6. Approvals

Grid Connection Approval

- 6.1 We will apply for Grid Connection Approval on your behalf.
- 6.2 Your purchase of the System is subject to Grid Connection Approval being granted.
- 6.3 If Grid Connection Approval is refused, then this agreement will end and we will give you any refund required under clause 4.1(c).

Other approvals

- 6.4 You are responsible for applying for and obtaining any other approvals, permits or consents required in respect of the installation of the System at the Premises.
- 6.5 You must apply for these approvals, permits and consents as soon as possible.
- 6.6 The sale and installation of the System, and your and our other obligations under this agreement, are not dependent on and will not be affected by whether and when you obtain these approvals, permits and consents.

7. Delivery and installation

Delivery

- 7.1 Provided the conditions in clause 1.5 have been satisfied, we must, or must procure, the delivery of the System to the Premises.
- 7.2 The risk of loss or theft of, or damage to, the System passes to you on delivery of the System to the Premises.

Installation

- 7.3 Provided you have paid the Balance, we must install, or must procure the installation of, the System at the Premises, in accordance with the Full System Design.

Target Date

- 7.4 We will use reasonable endeavours to deliver and install the System at the Premises on the Target Date.
- 7.5 You agree, however, that:
- (a) the Target Date is only a target and not a strict deadline; and
 - (b) we will not be liable to you if we fail to deliver and install the System at the Premises by the Target Date.
- 7.6 We will notify you if we do not think we can deliver and install the System at the Premises by the Target Date, and give you a new Target Date.
- 7.7 If we have not delivered and installed the System at the Premises within 5 weeks **after** the original Target Date, you can end this agreement and, if you do, we will give you any refund required under clause 4.1(a).

Installation requirements

- 7.8 We (if we install the System) or our contractor (if we procure a contractor to install the System) must:
- (a) be a CEC-Accredited Installer; and
 - (b) install the System in accordance with the Clean Energy Council Design and Install Guidelines and all other requirements applicable to CEC-Accredited Installers.
- 7.9 After installation of the System, we will give you any certificate or similar document regarding the electrical safety of the System which is required by law.
- 7.10 We will take every reasonable precaution in installing the System at the Premises. However, we will not be liable in respect of:
- (a) the structural integrity of the roof;
 - (b) the roof's ability to carry the weight of the System;
 - (c) any effect installation of the System has on any roof manufacturer's warranty; or



- (d) any damage to the roof or Premises which is not due to our negligence or breach of this agreement.

8. Accessing the Premises

- 8.1 You grant us permission to enter and remain at the Premises to deliver the product with proper notice in advance.
- 8.2 You or your representative must be present at the Premises for any site inspection and for the delivery and installation of the System.
- 8.3 You must:
 - (a) ensure we and our contractors have convenient and safe access to all parts of the Premises necessary to conduct any required site inspections or to deliver and install the System;
 - (b) not hinder or obstruct this access; and
 - (c) ensure the Premises, including its roof, supporting structures and electrical wiring, are sound and able to accommodate installation of the System.

9. System maintenance

- 9.1 We must provide you with the Maintenance Documents.
- 9.2 It is your responsibility to maintain the System in accordance with these documents.

10. System performance and STCs

Site-Specific Performance Estimate

- 10.1 We have calculated the Site-Specific Performance Estimate for the System and your Premises in accordance with the CEC System Design Guidelines.

STC Incentive

- 10.2 We have calculated the STC Incentive based on:
 - (a) the maximum quantity of STCs that can be created in respect of the System under law, taking into account the Site-Specific Performance Estimate; and
 - (b) the monetary value of that quantity of STCs,and deducted the STC Incentive from the System Price.

Assignment of STCs to us

- 10.3 You hereby assign to us all of your existing and future rights, title and interest in and to all STCs created or able to be created in respect of the System.
- 10.4 You must do anything we reasonably request of you for the purpose of perfecting, confirming or evidencing this assignment, including providing information and executing documents.



10.5 You warrant to us, when you accept the offer set out in the Quote and again on installation of the System, that you have not previously created, or assigned the right to create, any STCs in respect of the System or any other solar photovoltaic generating unit at the Premises.

Charging you the STC Incentive

10.6 If you do anything that:

- (a) obstructs or avoids the assignment under clause 10.3;
- (b) reduces the maximum quantity of STCs that can be created in respect of the System;
or
- (c) renders the System ineligible for the creation of STCs,

then we can increase the Total Price by the amount of the STC Incentive, and you must pay us the STC Incentive within 3 (Three) Business Days of us invoicing you for it.

10.7 Clause 5 does not apply to any increase of the Total Price increases under clause 10.6, and you cannot end the agreement as a result of a price increase, or refuse to accept it.

11. System guarantees

11.1 Subject to clause 11.2, we guarantee:

- (a) our workmanship, and the workmanship of our contractors, in installing the System;
and
- (b) the operation and performance of the System,

will be free from fault or defect for a period of 10 years commencing on the date the System is installed (**Guarantee Period**), and we will repair any such default or defect notified to us within the Guarantee Period, including by replacing all or part of the System where necessary, within a reasonable timeframe at no cost to you.

11.2 The guarantee in clause 11.1 will not apply where:

- (a) the fault or defect is not notified to us within the Guarantee Period; or
- (b) the fault or defect is a result of:
 - (i) something done by you or someone else, and not us or our contractors; or
 - (ii) something beyond human control that occurred after installation, e.g., an extreme weather event;
 - (iii) the System being misused, abused, neglected or damaged after installation;
 - (iv) the System being maintained other than in accordance with the Maintenance Documents; or
 - (v) the System being repaired, modified, reinstalled or repositioned by anyone other than a service technician approved by us in writing.

11.3 The guarantee in clause 11.1 is additional to any other guarantee or warranty you may have:

- (a) from the manufacturer of the System; or
- (b) under any applicable law, including the Australian Consumer Law,

although these other guarantees and warranties may not cover labour costs, travel costs and delivery costs arising from a claim under these other guarantees and warranties. We will notify you if this is the case, and tell you the costs payable. The costs will be payable in advance.

- 11.4 During the Guarantee Period, we will provide reasonable assistance to you in making any guarantee or warranty claim against the manufacturer of the System, including by acting as your liaison with the manufacturer.

12. Complaints

Making a complaint

- 12.1 If you have a complaint relating to the System, its installation or this agreement generally, you can make a complaint to us by:
- (a) calling us on our telephone number as set out in the Quote; or
 - (b) giving us written notice of this, by post or email.
- 12.2 We will handle your complaint in accordance with our standard complaints procedures. If we have volunteered to be bound by the CEC Solar Retailer Code of Conduct, then these procedures will comply with that Code, and with the Australian Standard on Complaints Handling AS ISO 10002-2006.

If you are still not satisfied

- 12.3 If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer Affairs office in your state or territory, as follows:
- ACT: Office of Regulatory Services
Phone: (02) 6207 3000
- NSW: Fair Trading
Phone: 13 32 20
- Qld: Office of Fair Trading
Phone: 13 74 68
- Vic: Consumer Affairs
Phone: 1300 558 181

13. Privacy

- 13.1 We will comply with all relevant privacy legislation in relation to your personal information.
- 13.2 If you have any questions in relation to privacy, you can contact our office.

14. What happens if you fail to perform this agreement?

14.1 If you:

- (a) fail to pay any amount when due; or
- (b) fail to perform your obligations in clause 8,

then we may suspend our performance of this agreement with immediate effect, and will give you a notice asking you to make the required payment or perform the required obligation.

14.2 If you fail to make the required payment or perform the required obligation within one week after the date of our notice, then we may end this agreement immediately by notice to you.

14.3 If we end this agreement under clause 14.2, you must pay us any costs we incur as a result of ending the agreement, and any costs we have already incurred in respect of the delivery or installation of the System.

15. GST

15.1 All amounts specified in the Quote are inclusive of GST, unless otherwise stated.

16. Sub-contracting

We may sub-contract any of our obligations under this agreement to a qualified third party. We will continue to be liable for the entire work completed by our staff or subcontractors.

Acknowledgements and consents

You consent to us collecting, holding, using and disclosing your information, including Personal Information, in accordance with the Privacy Act for the purposes of this agreement, and for the purpose of us marketing our products and services to you that relate to the System.	<input type="checkbox"/>
You acknowledge and agree that under this agreement you assign all STCs associated with the System and its operation to us, as set out in clause 10.	<input type="checkbox"/>
You acknowledge that we have explained the process surrounding the payment and trade of STCs (i.e. that STCs are only sold through a Clearing House when there is a buyer, there is no guarantee on how long they will take to sell, and the value of each certificate will be as agreed under this contract)	<input type="checkbox"/>
You acknowledge and agree that we may vary the prices under this agreement in certain circumstances, as set out in clause 5.	<input type="checkbox"/>
You acknowledge and agree that your electricity retailer may change your electricity retail contract or tariff, as a result of you having us install the System at the Premises, and that you should contact your electricity retailer to obtain details in relation to this.	<input type="checkbox"/>
You acknowledge and agree that we have explained the terms of this agreement to you.	<input type="checkbox"/>
You acknowledge and agree that we will provide you with the Maintenance Documents listed in Attachment 2 once the System is installed and commissioned	<input type="checkbox"/>
You understand that provision to you of this Quote constitutes an offer from us to you on the terms of the Quote and the attached Terms and Conditions and that, by signing below, you accept that offer and enter into a legally binding agreement with us on those terms.	<input type="checkbox"/>



Documents

Document	Provided
List of equipment making up the System	<input type="checkbox"/>
Warranty information	<input type="checkbox"/>
Equipment manual	<input type="checkbox"/>
Equipment handbook	<input type="checkbox"/>
Array frame engineering certificate	<input type="checkbox"/>

Terms of use

1. The Clean Energy Council Limited (**CEC**) owns all intellectual property rights in the Solar PV Sale and Installation Agreement (**Agreement**).
2. The Licensee must not remove these terms of use or any copyright statement from the Agreement.
3. The Agreement must only be used by a party designated by the CEC as a "Licensee" for the Agreement.
4. The Licensee is only permitted to use the Agreement as the basis for creating an agreement between the Licensee and its end customers for the sale and installation of solar PV equipment (**Permitted Purpose**).
5. The Licensee may tailor the Agreement for the Permitted Purpose. Use of the Agreement for any other purpose is prohibited.
6. The Licensee must not make claims of any nature in relation to its association with the CEC, including that it is accredited, approved or endorsed by the CEC, or that it is compliant with the Solar Retailer Code of Conduct, as a result of being granted a license to use this Agreement.
7. If the Licensee does not accept the following, then the Licensee must not use the Agreement. The CEC has prepared the Agreement as "model" terms without the requirements of any particular supplier or supply arrangement in mind. In using the Agreement, the Licensee accepts full responsibility for:
 - a) obtaining expert advice for the Licensee's use of the Agreement;
 - b) compliance with all applicable laws relating to use of the Agreement and its subject-matter; and
 - c) reflecting the Licensee's requirements in the Agreement.