



Terms and Conditions: Residential Customers Solar Electricity Systems

Interpretation

'Greenline', 'Our' 'We' and 'Us' refers to Greenline Engineering Pty Ltd (ACN 134 649 200).

'Customer' refers to the client specified in the Quotation.

'System' refers to the photovoltaic solar power system as specified in the Quotation including the solar panels, inverter, wiring to the switchboard, mounting hardware, accessories and all necessary electrical safety certification.

'Installation Address' refers to the installing address only in the Quotation. Installations at alternative addresses will need to be separately quoted.

Sale Terms

Greenline agrees to sell the System to the Customer and to deliver and install the System at the Customer's premises in accordance with this agreement. The Customer agrees to take delivery of the System at the Installation Address and will allow Greenline to install the System in accordance with this agreement.

Payment Terms

Payment is required as per the Quotation and, generally, will be required as follows:

- a) A non-refundable deposit of 10% or \$1,000 (whichever is greater) is payable on acceptance of the order. This payment covers reasonable costs incurred by Greenline in securing stock and processing the order. Upon receipt of the Customer Order and payment of the deposit, Greenline will advise of the anticipated installation date.
- b) The balance is required 7 days prior to the advised installation date, unless otherwise agreed.

Payments can be made by cheque or by direct bank deposit using the Greenline quotation number as the payment reference or, your name, surname first.



Greenline reserves the right to charge interest on any overdue payment due under Greenline's agreement with the Customer at a rate 4% higher than the rate for the time being fixed under Section 2 of the Penalty Interest Rates Act 1983 per annum calculated daily.

A "cooling off period" is only applicable to this contract in some circumstances where State, Territory or Federal laws require it.

Work to be completed by third parties (including but not limited to the meter installer and/or electricity distributor/retailer) is not grounds for withholding payment to Greenline.

Delivery and Installation

Greenline will arrange for the System to be delivered and installed at the Customer's Installation Address on the installation date.

Greenline may need to change the Customer's installation date in the following circumstances:

- (a) where stock is unobtainable;
- (b) where installers are unavailable;
- (c) where there is inclement weather;
- (d) where the nature of the Customer's residential property results in unanticipated installation factors or requires additional equipment necessary to install the System; or
- (e) other circumstances reasonably requiring Greenline to change the Customer's installation date.

Delays in installation are not grounds for cancellation and Greenline is not liable to you to "make good" any perceived loss as a result of these delays.

Greenline will attempt to provide reasonable notice to the Customer if the Customer's installation date needs to be changed.

If difficulties with site access are encountered that were not notified to Greenline at the time of quote and/or offer by Greenline to the Customer, additional costs incurred in ensuring the safety of our installers may be payable by the Customer.

Availability of Goods

In the circumstances that Greenline cannot provide the panels and/or inverters as specified in the quotation, the nearest equivalent panels and/or inverter will be supplied. The customer will be advised of this prior to installation.



Grid Connection, Meter Installation and Solar Feed-In Tariff

Grid connected solar electricity systems require a bi-directional meter. Greenline will notify the Customer's Electricity Retailer of the installation of the Customer's System by completing a Electrical Works Request or other such documentation as the Customer's Electricity Retailer requires. Greenline will also arrange for the Certificate of Electrical Safety, which will be required by the Customer's Electricity Retailer. However, this quotation does not include the cost to purchase and install the new meter. This will be charged to the Customer by their Electricity Retailer upon the Customer's approval, following installation of the System. The cost of a meter installation is typically \$300-\$400 but can cost more in some cases.

Greenline will assist in the grid connection process by ensuring the necessary forms are completed and sent to the Customer's Electricity Retailer, however the agreement to undertake this grid connection is between the Customer and the Customer's Electricity Retailer and/or Distributor. Any electrical work required to bring the Customer's premises' wiring or switchboard up to code (AS3000) is not part of this agreement with Greenline and will be payable by the Customer. The Electrician and/or Distributor will advise the Customer of any such works.

Different electricity retailers and/or distributors have different rules, requirements and rates in regard to what they will pay for the solar electricity generated. It is the Customer's responsibility to confirm with their Electricity Retailer as to their eligibility to receive either the solar electricity Standard or Premium Feed-In Tariff and any applicable terms and special conditions. Greenline accepts no responsibility if the Customer does not receive a solar Feed-In Tariff. Feed-In Tariffs or solar electricity buy-back schemes are governed by State and Territory laws and Greenline accepts no responsibility if these laws change in any way affecting the System's return on investment.

Solar Credits/STCs (formerly known as RECs) rebate

The Customer agrees to assign the Small-scale Technology Certificates (STCs) (formerly known as Renewable Energy Certificates - RECs) and any other solar credits earned by the System to Greenline's nominated STC trader. This forms part of this agreement and is in consideration of the discounted price provided in the Quotation by way of a point of sale discount. The Customer agrees to sign all documentation necessary for Greenline to claim the STCs and other solar credits. The net system price payable by the customer is calculated on eligibility for the discounts (STCs and other solar credits) set out in the quotation. If the Customer is not eligible for these discounts for any reason or if laws governing the STCs change in any way the amount payable by the customer may change accordingly.



If the Customer has received any rebates or rebate approval under previous rebate arrangements on this or a previous system (on this property), or the STCs multiplier on a previous system on this property, the customer is only entitled to the STCs single value without any multiplier factor.

If the customer elects to keep the STCs without the point of sale discount then Greenline accepts no responsibility for any change in the value of the STCs or any changes to legislation governing the scheme.

Responsibility and Ownership

Greenline retains full ownership of the System until we receive payment of the total amount payable by the Customer and, where applicable, all documentation required for Greenline to claim the STCs or Solar Credits rebate has been signed by the customer. Greenline accepts responsibility for the System until the System is located at the Customer's Installation Address, whereupon it shall become the responsibility of the Customer. This responsibility extends to damage and theft as well as any liability arising in relation to the goods. Greenline warrants that the system components will be left in a secure place in readiness for install.

If the Customer defaults in payment of any part of the purchase price, Greenline and/or its duly authorised servants or agents may at any time, without notice to the Customer, enter upon the Customer's residential premises and/or premises at which the System is situated for the purpose of recovering possession of same. In the event that the System has been mixed with or built into the Customer's property in such a manner as to render the System irrecoverable, the cost of the System shall forthwith be a debt due by the Customer and recoverable by an action in law.

System Performance

Any performance and return on investment figures indicated by Greenline are given in good faith but are estimates only. These figures are based on information ascertained through our Quotation process which may have included an on-site assessment and collection of information on our Data Collection Form including data supplied by the Customer. System performance will vary from site to site based on several factors, which include but are not limited to orientation and pitch, irradiation, shading of the system, varying local weather patterns, variation of electricity tariffs over time as well as the Customer's lifestyle and use of electricity including changes thereof. Return of investment estimates are unable to account for variations to system performance based on these and other like factors.

Indemnity



The Customer indemnifies Greenline and any of its related parties, agents, employees and sub-contractors in respect of any damages or direct or indirect loss Greenline may suffer as a result of a Customer's action or inaction in connection with or arising from this agreement, except to the extent that the damages or loss which Greenline suffers arises as a consequence of Greenline's negligence or willful misconduct.

Information

Greenline provides information and estimates to its Customers on a range of Solar industry issues and notes that information regarding government assistance schemes, Feed-In Tariffs and other programs is believed to be correct at time of publication, but that this information can change quickly. Greenline does not accept responsibility or liability for the consequences or losses to the Customer resulting from any inaccuracies, or for any losses caused by third parties, or changes to government assistance schemes, Feed-In Tariffs or other programs.

Installation

Greenline systems are installed by Clean Energy Council certified and insured installers. Our installers are solely responsible for any possible damages during or resulting from the installation. Greenline offers a one year workmanship warranty. The workmanship warranty does not cover the panels and inverters themselves which have their own warranties indicated below.

Warranty

The warranties for the solar panels, inverters and racking are held by the manufacturers or importers. The solar panels carry a 25 year performance warranty and minimum 5 year product warranty. The inverters carry a minimum 5 year product warranty and the solar panel racking carries a 10 year product warranty. Please refer to the warranty documents for each individual product for specific details. Full details of each product and their relevant warranty are available on our website (www.greengen.com.au) or can be forwarded on request (info@greengen.com.au or 1300 57 39 57). Greenline will assist the customer according to the manufacturer's/importer's warranty terms to repair or replace any parts found to be faulty. If parts are not found to be faulty a \$120 call out fee may be charged unless the on-site attendance was provided as part of our 5 yearly maintenance check (see below).

Greenline Maintenance Check

Greenline offers a 5 yearly maintenance check with all Systems sold for the warranty period of the panels sold. The Customer may contact Greenline at each 5 yearly interval and arrange for this maintenance check which will include:



- (a) Checking the electrical integrity of each panel.
- (b) Cleaning each panel.
- (c) Checking the functionality and performance of the Inverter system.
- (d) Other services as offered by Greenline.

It is the Customer's responsibility to make contact with Greenline for this 5 yearly maintenance check. This service is offered in addition to all available warranty arrangements.

Acceptance of Terms

In accepting the quotation and confirming the order of a System, the Customer agrees to accept all Terms and Conditions contained herein. Greenline reserves the right to accept or reject this contract.