

DCI Industries

Sales Contract

Terms, conditions and warranties

1. Introduction

a. Date of the Contract

- i. If not otherwise specified in any document, this contract will become effective upon any deposit, partial payment or payment in full for any RDOG, SIAB or SIAB Container System.
- ii. Date of contract may also be referred to as 'date of sale'.

b. Parties involved

i. The Seller

1. DCI Industries. ABN:40954580679
2. 97 Mirrabooka Road, Mallacoota, Victoria, 3892
3. info@dciindustries.com.au
4. 03 4101 4299

ii. The Buyer

1. If not specified in any other document, then the buyer is anyone or any legal entity who purchases an RDOG, SIAB or SIAB Container system where money is paid to DCI Industries for any such system by any means.

2. Validity

- a. This document is valid from November 1st, 2023.
- b. Amendment dates will be listed in this section.
 - i. NIL Amendments Recorded.

3. Definitions

a. RDOG

- i. Rapid Deploy Off Grid

b. RDOG System

- i. The RDOG system is the metal box (or aluminum box if that upgrade is selected) which houses the inverter, batteries, cooling fan and thermostat, internal cabling and input/output gland plate, gland place connection points and internal switchboard.

c. SIAB

- i. Solar In A Box

d. SIAB Systems

- i. The SIAB system is the aluminum box which houses the inverter, batteries, cooling fan and thermostat, internal cabling and input/output gland plate, gland place connection points and internal switchboard.

e. SIAB Container Systems

- i. The SIAB Container system is the 20ft or 40ft shipping container which houses the inverter, batteries, cooling fan and thermostat, internal cabling and input/output gland plate, gland place connection points and internal switchboard.
 - f. Add-On Options
 - i. These are additional options, features, services or upgrades that may be available on any RDOG or SIAB system.
 - g. Full Service Package
 - i. A full service package is at a minimum:
 1. A RDOG, SIAB or SIAB Container system
 2. Solar panels and framing system
 3. BoS
 4. Complete system installation by a qualified solar installer
 5. Compliance paperwork
 6. Compliance photos
 7. A complete off grid solar system where all requirements of the CER have been met.
 - h. CER
 - i. Clean Energy Regulator
 - ii. The CER is the Australian government body responsible for the regulation of the solar industry in Australia.
 - i. BoS
 - i. Balance of System equipment
 - ii. BoS is all of the smaller items required to complete a solar installation to the CERs required standards. This may include but is not limited to:
 1. Cable
 2. Contuit
 3. MC4 connectors
 4. Labeling
 5. Cable clips and stainless steel cable ties
 6. Glands, weatherproofing items and fire seals.
 - j. Low demand period
 - i. Where the current number of RDOG, SIAB or SIAB Container systems under construction is less than 4.
 - k. High demand period
 - i. Where the current number of RDOG, SIAB or SIAB Container systems under construction is greater than 4.
 - l. Required maintenance schedule
 - i. A document that is issued with every RDOG, SIAB or SIAB Container system that specifies the required maintenance tasks and their frequency. Adherence to the maintenance schedule is required to maintain the system warranty.
- 4. Product Description
 - a. RDOG Systems

- i. The RDOG System refers to the enclosure which houses the inverter/s, off grid switchboard and batteries including all associated equipment which is housed in the enclosure. The RDOG system is complete and capable of producing power to the power output connection point via the energy stored in the batteries. No power input equipment is provided in this base system. Power input equipment is generally solar panels, generators or both.
 - ii. The associated equipment includes
 - 1. Cooling fan and thermostat
 - 2. Input and output gland plate and connection points
 - 3. All internal cabling
 - iii. The enclosure may be one of the two following options. 1, a powder coated steel box (12 month warranty). or 2, a custom built aluminum enclosure with steel subframe (10 year warranty). The second option of the aluminum enclosure will incur additional cost to upgrade to this option.
 - iv. RDOG systems are designed to have the power output of the unit by way of two 15 amp power points.
 - v. RDOG systems have their DC solar inputs by way of multiple MC4 connector pairs incorporated into the gland plate which is accessible from the outside of the RDOG box.
- b. SIAB Systems
 - i. The SIAB System refers to the enclosure which houses the inverter/s, off grid switchboard and batteries including all associated equipment which is housed in the enclosure. The RDOG system is complete and capable of producing power to the power output connection point via the energy stored in the batteries. No power input equipment is provided in this base system. Power input equipment is generally solar panels, generators or both.
 - ii. The associated equipment includes
 - 1. Cooling fan and thermostat
 - 2. Input and output gland plate and connection points
 - 3. All internal cabling
 - iii. The enclosure is a custom built aluminum enclosure with steel subframe (10 year warranty).
 - iv. SIAB systems are designed to have the power output of the unit by way of one 50A industrial 5 round pin plug.
 - v. SIAB systems have their DC solar inputs by way of multiple MC4 connector pairs incorporated into the gland plate which is accessible from the outside of the SIAB box.
- c. SIAB Container Systems
 - i. The SIAB Container System refers to the 20ft or 40ft shipping container which houses the inverter/s, off grid switchboard and batteries including all associated equipment which is housed in the enclosure. The RDOG system is complete and capable of producing power to the power output connection point via the energy stored in the batteries. No power input equipment is

- provided in this base system. Power input equipment is generally solar panels, generators or both.
- ii. The associated equipment includes
 - 1. Cooling fan and thermostat
 - 2. Input and output gland plate and connection points
 - 3. All internal cabling
 - 4. Insulation and internal partition walls
 - 5. Internal steel framing
 - iii. The enclosure is a custom built aluminum enclosure with steel subframe (10 year warranty).
 - iv. SIAB systems are designed to have the power output of the unit by way of one 50A industrial 5 round pin plug.
 - v. SIAB systems have their DC solar inputs by way of multiple MC4 connector pairs incorporated into the gland plate which is accessible from the outside of the SIAB box.
- d. Add-On Options for each system.
- i. RDOG ONLY : Upgrade to an industrial plug, socket and lead option rated at 32A. This option is designed to overcome longer cable runs by increasing the cross sectional area of the cable conductors to 6mm.
 - ii. RDOG ONLY: Flexible solar panel kit.
 - iii. RDOG, SIAB & SIAB Container: Fixed solar panels and framing system. (supply only)
 - iv. RDOG, SIAB & SIAB Container: Installation of the fixed solar panels and framing system. System installation refers to the physical installation of all solar framing systems, solar panels, and BoS equipment required to complete a legal and compliant solar installation according to the CER.
 - v. RDOG, SIAB & SIAB Container: Modification or installation of switchboard components on the home or building required for the connection of the RDOG, SIAB or SIAB Container system.
 - vi. RDOG, SIAB & SIAB Container: Freight from the assembly workshop to the customer's nominated location.
 - vii. RDOG: Backup generator of a correct size and type for the specific system. Options for portable or hard wired options.
 - viii. SIAB & SIAB Container:
 - 1. Backup generator of a correct size and type for the specific system.
 - 2. Generator connection will be a hard wired.
 - 3. Generator will be an off grid solar specific generator with a 2 wire auto start connection.
- e. Full Service Packages
- i. Full Service Packages include:
 - 1. At least 1 RDOG, SIAB or SIAB Container System.
 - 2. Freight
 - 3. Solar Panels and Framing System

4. System Installation to the current requirements of the Clean Energy Regulator in Australia and all other relevant standards including AS/NZS:3000.
 5. All required BoS equipment.
 - ii. Full Service Package optional add-ons
 1. Backup generator
 2. RDOG & SIAB box insulation
 3. Custom paint colour for the external finish. (not applicable to RDOG steel boxes)
 4. Specific modifications not normally included in any of the system options. This will be specific details discussed during the system design consultation.
5. Terms and Conditions
- a. Terms and Conditions of Sale
 - i. You confirm that the information that you have provided to DCI Industries is true and correct.
 - ii. You have provided an accurate load profile to DCI Industries so that an accurate system design can be created.
 - iii. You have accepted the recommended system design as put forward by DCI Industries.
 - iv. If you have modified the system design from what was first put forward by DCI Industries, you accept that the changes you have requested may impact the performance and life of your system and that you accept full responsibility for any such requested changes.
 - v. DCI Industries may offer you a system design that you request, even if the system is not the recommended system based on your load profile or suspected needs. In this situation, you will be fully responsible for the limitations and underperformance of the system.
 - vi. If you choose to purchase an undersized system then underperformance of the system will not be covered by warranty.
 - b. Acceptance of Terms and Conditions
 - i. By purchasing any RDOG, SIAB or SIAB Container system, you agree to DCI Industries terms and conditions.
 - c. Governing Law
 - i. All RDOG, SIAB and SIAB Container systems are designed, built and installed in accordance with all relevant standards and laws within Australia. These include but are not limited to
 1. AS / NZS 5033:2021 Installation and safety requirements for photovoltaic (PV) arrays
 2. AS / NZS 5139:2019 Electrical Installations - Safety of Battery Systems for use with Power Conversion Equipment
 3. AS / NZS 4509.1:2009 Stand-alone Power Systems - Safety and Installation
 4. AS / NZS 3000:2018 Electrical Installations

5. AS / NZS 4777.1:2016 Grid Connection of Energy Systems via Inverters Installation Requirements
6. AS / NZS 5139:2019 Electrical installations - Safety of Battery Systems for use with Power Conversion Equipment
7. AS / NZS 1170.2:2021 Structural Design Actions - Wind Actions
8. AS 1768:2021 Lightning Protection.

6. Purchase Options

- a. Purchase Outright. A customer can choose to purchase outright meaning that they pay for the full cost of the item upfront. Below are the items that can be purchased individually.
 - i. RDOG Systems
 - ii. RDOG Systems plus any relevant add-on options
 - iii. SIAB Systems
 - iv. SIAB Systems plus any relevant add-on options
 - v. SIAB Container Systems
 - vi. SIAB Container Systems plus any relevant add-on options
- b. Finance Options
 - i. Available for Full Service Packages only

7. Payment Terms

- a. \$250 for System Design Consultation, payable to DCI Industries prior to the System Design Consultation.
 - i. The fee may be reduced or removed at the discretion of DCI Industries on a case-by-case basis.
- b. Purchase outright payment
 - i. To purchase any system, the customer must make payment for the system invoice in full prior to the system construction beginning.
 - ii. Any deposit that has been paid towards the purchase of the system can either be refunded or discounted of the owing balance of the system.
 - iii. Any part-payment that the customer has made towards their system will be deducted from the balance owing.
 - iv. Any credit that DCI Industries has given to the customer, and which is eligible to be used as a reduction in the system cost will be applied to the owing balance at the customer's discretion.
- c. Financing Terms and Conditions
 - i. Financing options are only available to full service packages.
 - ii. All financing terms and conditions will be set by the specific broker and lender that are involved.
 - iii. DCI Industries is not the broker or lender
 - iv. All financing options are handled by an external business and the finance contracts are exclusively between the lender and the customer. DCI Industries has no involvement.
 - v. DCI Industries is excluded from all liability to the fullest extent of the law with regards to any finance that exists between the lender and the customer.
- d. STC's

- i. Any system installation that is eligible for STC's will have the STC's claimed by and paid to DCI Industries. This is classed as a 'point of sale discount' that provides part of the overall payment to DCI Industries for the system.
 - ii. If a customer does not want DCI Industries to claim the STC's as the point of sale discount, then they can do so and DCI Industries will revise the system pricing to increase the installation cost to include the cost that would have otherwise been covered by the STC payment.
- 8. Lead Time and Production
 - a. Lead times:
 - i. 4 to 6 week lead time during low demand periods
 - ii. 6 to 10 weeks during high demand periods
 - b. Production and Build Process
 - i. An order is considered to be placed once the system purchase invoice has been paid in full.
 - ii. Once an order has been placed, all of the required equipment will be ordered.
 - iii. The fabrication work will be completed by the designated fabricator.
 - iv. The system assembly will be completed by the designated electrical contractor.
 - v. Once the system assembly is complete, the system will be tested and all commissioning and verification procedures will be completed and recorded.
 - vi. The system will be delivered to the address nominated on the order.
 - vii. System fabrication and system assembly & testing will be conducted by contracted business external to DCI Industries but will be contracted to build and test to the specifications set by DCI Industries.
 - viii. DCI Industries reserves the right to use any third party business in any location in Australia that it chooses.
 - 1. The contracted business must be of the relevant licensed trade required such as fabrication, paint, electrical and/or general assembly.
 - 2. The contracted business must be registered, licensed (where required) and insured.
 - 3. The contracted business must have a valid contract with DCI Industries that specifies the details of the engagement and the minimum required manufacturing and testing standards.
 - 4. DCI Industries may cancel any contract with any business involved in the construction and testing process of any of the RDOG, SIAB or SIAB Container systems for any breaches of the contract.
 - 5. DCI Industries reserves the right to move work from one external contractor or contracting business to another if quality, compliance or delivery timeframes are not met.
- 9. Delivery and Freight/Transport Options
 - a. Delivery Details
 - i. The delivery details of the system must be specified for any system order.
 - b. Freight/Transport Options and Costs

- i. Customers can arrange their own freight pickup from the system assembly and testing workshop.
- ii. DCI Industries can set a flat estimated freight cost.
- iii. DCI Industries can research and find the best freight option to meet the customers delivery requirements. This option will require an administration fee for the time to undertake this work.

10. Installation (For Full Service Packages)

a. On-site Installation Process

- i. RDOG, SIAB or SIAB Container systems are built and delivered to the customers specified location.
- ii. DCI Industries will engage an accredited solar installer to complete the installation of the solar framing system, cabling and solar panels for connection to the RDOG, SIAB or SIAB Container system.
- iii. The engaged, accredited installer will complete all necessary connections between the RDOG, SIAB or SIAB Container system and;
 - 1. The solar panels
 - 2. The generator (if required)
 - 3. The home, building or external item that requires the power from the RDOG, SIAB or SIAB Container system as specified in the customers system order. Generally this is the connection to the main switchboard of the home or building on site.
- iv. The accredited installer will complete the installation, the required compliance paperwork including electrical certificates and STC claims where required.
- v. The accredited installer will provide a full set of completed installation photos including a walk through video to DCI Industries to show accurate and compliant installation of the system.

b. Scheduling and Coordination

- i. All RDOG, SIAB or SIAB Container system construction and testing scheduling and coordination will be handled by DCI Industries.
- ii. All freight (other than where the customer chooses to arrange their own freight collection) will be scheduled and coordinated by DCI Industries.
- iii. The scheduling and coordination of any on-site installation works will be handled by DCI Industries who will work with the customer to achieve the best outcome for both the customer and the contractors involved.

11. Solar Accreditation Sign Off

- a. DCI Industries will ensure that all contractors that are engaged by DCI Industries to complete any part of the system construction, testing and installation do so to the required level of compliance and that all installation and accreditation compliance requirements are met.
- b. DCI Industries will ensure that all full service packages are compliant to all solar accreditation standards.
- c. DCI Industries will ensure full solar accreditation compliance and sign off for all full package systems.

12. Warranty

- a. Quick overview:
 - i. RDOG systems are warranted for 5 years with some components being warranted for less time.
 - ii. SIAB systems are warranted for 10 years providing that the scheduled maintenance schedule is followed.
 - iii. SIAB Container systems are warranted for 10 years providing that the scheduled maintenance schedule is followed.
 - iv. Warranty claims will follow the process below
 1. Customer to contact DCI Industries
 - a. support@dcindustries.com.au
 - b. 03 4101 4299
 2. DCI Industries will work with the customer to provide a resolution
 3. DCI Industries will work with a contractor on site to provide a resolution
 4. DCI Industries will engage a contractor to test, repair or replace a faulty component in the system.
 5. If no other resolution is possible on site, DCI Industries will arrange freight for an off site repair.
 6. If no other resolution is possible, DCI Industries will offer the customer a refund or replacement of their RDOG, SIAB or SIAB Container system.
- b. Warranty means that DCI Industries warrants that each of the systems listed below and their nominated sections shall be free from defects and work according to their intended purpose and within their designed limits for the period specified. If a component or section of the system fails to operate correctly and has not been tampered with in any way, and has not been operated beyond its specified upper limits, then DCI Industries will, at its discretion, repair or replace the faulty component or section of the system. If the issue exists within a component then the warranty will be held with the manufacturer of that specific component. DCI Industries will liaise with the manufacturer on behalf of the customer to ensure the fastest resolution of the issue. Ultimate decisions regarding the repair or replacement of any faulty component is the responsibility of the component manufacturer.
- c. Warranty Period
 - i. RDOG System
 1. RDOG Steel Box (1 year)
 - a. Warranted against:
 - i. Damage on arrival
 - ii. Damage, cracks or breakage that compromise the weather resistant nature of the box as it was designed.
 - b. 1 year warranty on the paint against peeling or flaking
 2. RDOG Aluminum Box (10 years)

- a. Warranted against:
 - i. Damage on arrival
 - ii. Damage, cracks or breakage that compromise the weather resistant nature of the box as it was designed.
 - b. 3 year warranty on the paint against peeling or flaking
 - 3. Victron Inverter (5 years)
 - a. As per the manufacturer's warranty
 - b. DCI Industries may offer the upgrade to the paid 10 year warranty on the victron inverter products as offered by the manufacturer.
 - 4. RDOG switchboard (10 years)
 - a. Warranted against:
 - i. failure during normal operation.
 - ii. Incorrect cable connections.
 - 5. Pylontech batteries (10 years)
 - a. As per the manufacturer's warranty
 - 6. RDOG thermostat and cooling fan
 - a. 1 year if the unit is not replaced as specified as part of the required maintenance schedule.
 - b. 10 years if the unit is replaced every 2 years and the filters cleaned as specified in the required maintenance schedule.
 - 7. No other warranties exist unless staged in this section.
- ii. SIAB System
 - 1. SIAB Aluminum Box (10 years)
 - a. Warranted against:
 - i. Damage on arrival
 - ii. Damage, cracks or breakage that compromise the weather resistant nature of the box as it was designed.
 - 2. SMA Inverter (10 years)
 - a. As per the manufacturer's warranty
 - 3. SIAB switchboard (10 years)
 - a. Warranted against:
 - i. failure during normal operation.
 - ii. Incorrect cable connections.
 - 4. Pylontech batteries (10 years)
 - a. As per the manufacturer's warranty
 - 5. SIAB thermostat and cooling fan
 - a. 1 year if the unit is not replaced as specified as part of the required maintenance schedule.
 - b. 10 years if the unit is replaced every 2 years and the filters cleaned as specified in the required maintenance schedule.
 - 6. No other warranties exist unless staged in this section.

- iii. SIAB Container System
 - 1. SIAB Container. 20ft and 40ft shipping containers (10 years)
 - a. Warranted against:
 - i. Damage on arrival
 - ii. Damage, cracks or breakage that compromise the weather resistant nature of the container as it was designed.
 - 2. SMA Inverters (10 years)
 - a. As per the manufacturer's warranty
 - 3. SIAB Container switchboard (10 years)
 - a. Warranted against:
 - i. failure during normal operation.
 - ii. Incorrect cable connections.
 - 4. Pylontech batteries (10 years)
 - a. As per the manufacturer's warranty
 - 5. SIAB Container thermostat and cooling fan system.
 - a. 1 year if the unit is not replaced as specified as part of the required maintenance schedule.
 - b. 10 years if the unit is replaced every 2 years and the filters cleaned as specified in the required maintenance schedule.
 - 6. No other warranties exist unless staged in this section.

13. Cancellation and Refund Policy

a. Conditions for Cancellation

- i. Prior to the purchase of any RDOG, SIAB or SIAB container system, you can cancel your system order for any reason.
- ii. If more than 1 hour of design or consultation time has been used prior to the cancellation, then the design consultation fee of \$250 will not be refundable.
- iii. If a design fee has not been paid, but another form of payment has been made toward the system, then the \$250 design fee will be taken from any of those payments and the balance of the payment will be refunded.
- iv. If any other payment, deposit or part-purchase has been made prior to the cancellation request, this will be refunded in full so that only a maximum of \$250 will not be refunded to cover the work already undertaken by DCI Industries.
- v. DCI Industries reserves the right to refund part or all of the \$250 design consultation fee at its own discretion as part of the cancellation request.
- vi. Cancellation of any order is allowed up to 7 days from the date of payment of the system order. In this situation there will be a 10% restocking fee to allow DCI Industries to cancel the order and push stock back to our suppliers who often charge us a restocking fee to cover the return freight and canceled orders.
- vii. DCI Industries reserves the right to refund the 10% restocking fee at its own discretion.

b. Refund Policy - General

- i. Refunds only apply to the RDOG, SIAB and SIAB Container systems. No refunds apply to any optional add on items, installation costs, solar panels and framing system once they have been installed or any other works carried out either directly by DCI Industries or by the engaged contractor on behalf of DCI Industries.
- ii. Refund Qualification
 - 1. If any RDOG, SIAB or SIAB Container System does not work correctly it may qualify for a refund if:
 - a. The system is not working as intended.
 - i. This means the system can supply the loads specified in the design document and load table for the specific system. Or
 - ii. The system can not deliver the peak power or storage volume as specified in the design document within a 15% tolerance.
 - b. The system has excessive 'downtime' within the first 2 years.
 - i. Excessive downtime means that the system is offline due to its own faults or failed products/components for more than 28 days in a 12 month period
 - ii. Excessive downtime also means more than 14 consecutive 24 hour days at any time.
 - c. The system is DOA.
 - i. Dead On Arrival. This means that when the system arrives on site, it is not possible to power the system on and after contacting DCI Industries Tech Support, a resolution can not be found and the system must be returned to DCI Industries.
 - d. The system is not as per the design document.
 - i. If the system is not supplied with the type, capacity and brand of equipment as specified in the design document.
 - 2. The system must not have been altered in any way from the way it was delivered to the site.
 - 3. The system must not have been used outside of it's designed purpose.
 - 4. The system must not have been electrically overloaded, physically damaged (other than damage that occurred during transport), had an unapproved generator connected, or had any software modifications made other than those instructed to be done by either the system owner or an on-site contractor at the direction of DCI Industries technical team.
 - 5. Add-on products or services are not covered by this refund policy. Below is a list of add on items and services that are not covered.

- a. Solar panels after installation or once the freighted packaging has been opened.
 - b. Solar framing system after installation or once the freighted packaging has been opened.
 - c. All installation costs
 - d. BoS equipment
 - e. Any work conducted at the clients site by the solar installer or electrician engaged by DCI Industries.
- iii. Refund process
 1. Contact DCI Industries
 - a. support@dcindustries.com.au
 - b. 03 4101 4299
 2. Give as much information as possible and work with the DCI Industries team to try to rectify the issue on site.
 3. If a rectification can not be achieved on site, the customer has the option to request a refund of the RDOG, SIAB or SIAB Container system purchase price.
 4. The customer must arrange to have the RDOB, SIAB or SIAB Container system returned to the same workshop that the original delivery was sent from. This freight cost must be covered by the customer, not DCI Industries.
 5. Before having the RDOG, SIAB or SIAB Container system picked up by the freight company, the following photos must be taken to show the condition of the system before transport.
 - a. Clear photos of each area of the system.
 - i. Front of the box/container
 - ii. Right hand side of the box/container
 - iii. Left hand side of the box/container
 - iv. Back of the box / container
 - v. Gland plate inlet site with all cables disconnected
 - vi. The inside of the box/container showing the switchboard, inverters, cables and any other part that you can.
 - b. Please be aware that any damage to the system must be repaired and any repair costs will be deducted from the refund amount. If damage occurs and you do not have proof of the system in an 'undamaged state' prior to transport, you may be required to cover the cost of the repairs if the freight company does not admit to the damage.
 - c. It is recommended that you take a video showing every possible angle of the system prior to freight pickup for your own records in case a damage claim is made.
 6. Once the RDOG, SIAB or SIAB Container system has been received at the workshop, DCI Industries or its engaged contractor will have 30

days to inspect the system for faults, damage and to run full diagnostics.

7. If the issue is caused by the direct actions of the customer or someone working under the direction of the customer without authorization from DCI Industries, then the refund claim will be void and no refund will be issued.
 - a. In this situation, the customer will have the right to arrange freight pickup and have the system returned to them as the system is still legally their property.
 - b. If there is damage that has been caused by the customer or someone working under the direction of the customer without authorization from DCI Industries, then the customer can request DCI Industries to make the required repairs. The customer will then be responsible for the cost to have the system freighted back to them.
 - c. A full report and evidence of the issue will be documented and saved in DCI Industries files. A copy of the report will also be forwarded to the customer.
 - d. If the fault or failure has been caused by the customer or someone working on behalf of the customer without approval from DCI Industries, then the system will not be eligible for a refund.
 - e. DCI Industries has the discretion in this situation to give any refund they deem appropriate, but will not be compelled to give any refund of any kind.
 8. If the issue is a manufacturing defect or fault caused by DCI Industries, its contractors, the freight company or the products used by DCI Industries in the system, a refund will be calculated and paid to the customer.
 - a. A full report and evidence of the issue will be documented and saved in DCI Industries files. A copy of the report will also be forwarded to the customer.
 - b. A refund will be issued to the customer within 30 days of the report being issued.
 9. A refund is calculated as below:
 - a. The purchase price of the RDOG, SIAB or SIAB Container system, minus any optional add on items or services.
 - b. Minus any cost to return the system to 'as new' condition where the fault is caused by the customer.
 - c. PLUS the freight cost of returning the system to the workshop where the fault was not caused by the customer.
 10. Once a refund has been issued to a customer, the RDOG, SIAB or SIAB Container shall legally become the property of DCI Industries.
- c. Refund Policy - 60 day offer

- i. This refund policy is specific to the 60 day offer. If the customer chooses to keep the system beyond the 60 day trial, the above refund policy in 12.b will apply.
- ii. Refund Qualification
 1. A customer who has opted for the 60 day offer may return their RDOG, SIAB or SIAB Container System for any reason at the end of their 60 day trial.
 2. Add-on products or services are not covered by this refund policy. Below is a list of add on items and services that are not covered.
 - a. Solar panels after installation or once the freighted packaging has been opened.
 - b. Solar framing system after installation or once the freighted packaging has been opened.
 - c. All installation costs
 - d. BoS equipment
 - e. Any work conducted at the clients site by the solar installer or electrician engaged by DCI Industries.
- iii. Refund Process
 1. Contact DCI Industries and request a refund.
 - a. support@dcindustries.com.au
 - b. No reason needs to be given.
 2. The customer must arrange and pay for the freight to return the system to the same workshop it was sent from. These details will be provided by DCI Industries to the customer.
 3. Once the RDOG, SIAB or SIAB Container system has been received at the workshop, DCI Industries or its engaged contractor will have 30 days to inspect the system for faults, damage and to run full diagnostics.
 4. All returned systems must be returned in 'as new' condition and must not have been damaged or altered in any way.
 - a. Any damage or alterations that require repair or replacement will be documented on the 'returned item inspection report' and these costs will be deducted from the refund amount.
 - b. We suggest that you follow the condition evidence process in 12.iii.5 to ensure that you have proof of the condition of the system at the time that it is picked up by the freight company so that any transport damage can be clearly identified at being the fault of the freight company and not of the customer.
 5. Any cost to return the system to 'as new' condition will be deducted from the refund amount unless the damage has been caused by DCI Industries, DCI Industries engaged contractors or the freight company.
 6. A refund will be paid to the customer as set out below

- a. Purchase price of the RDOG, SIAB or SIAB Container system, minus any items listed in 12, C, ii, 2
- b. Minus any damage identified as a fault of the customer where there is a cost to return the system to 'as new' condition.
- c. Payment of the refund will occur within 30 days of the issuing of the 'returned item inspection report'

14. Customer Support Information

- i. Contact support@dcindustries.com.au
- ii. Contact our office on 03 4101 4299

15. Dispute Resolution

- a. For any disputes, please email the details of your dispute to info@dcindustries.com.au and allow us 7 days to respond.
- b. If DCI Industries response is not sufficient for you then we suggest that you contact the Victorian Small Business Commission. Below is a link to their dispute resolution webpage.
 - i. <https://www.vsbv.vic.gov.au/dispute-resolution/#:~:text=The%20Victorian%20Small%20Business%20Commission,pre%2Dmediation%20assistance%20and%20mediation.>
 - ii. The page is live and accessible as of december 2023.

16. Additional Terms

- a. NIL

17. Signatures

- a. Digital signatures are acceptable
- b. Digital signatures, physical signatures or digital acceptance methods such as 'terms and conditions' checkboxes are acceptable.

18. Appendix

- a. NIL