

Terms and Conditions

As the energy consumer, you own the rights to create certificates for energy-saving activities undertaken at your premises under the Victorian Energy Upgrades (VEU) program. One certificate represents one tonne of carbon dioxide equivalent (CO₂-e) to be reduced by the activity.

You may assign your right to create certificates to an accredited provider under the VEU program. By assigning your right to OneWorld EcoSolutions, we will be entitled to create and own the certificates for the activity undertaken at your premises. In return, OneWorld EcoSolutions will provide the required product for the relevant activity and handle its installation, in accordance with the conditions outlined in this document and other agreed-upon terms. You are responsible for ensuring you are satisfied with the terms of the assignment of certificates to OneWorld EcoSolutions prior to proceeding with the activity.

By participating in the VEU program, you agree to comply with the following terms and conditions. These terms outline your rights and obligations under the VEET Act 2007, the VEET Regulations 2018, the VEU Code of Conduct, and Australian Consumer Law (Victoria).

SCHEDULING

The scheduling of energy efficiency activities, including installations and upgrades, is coordinated by our authorised representatives ('scheme participants' or 'personnel'). As the consumer, you agree with, and understand that a representative acting on behalf of OneWorld EcoSolutions will attend your premises to conduct installation or upgrade services at a scheduled time advised by company personnel. For applicable activities, installations or upgrades must not take place until an adequate site assessment of the property has been conducted by the relevant upgrade manager or qualified installer personnel, and audit-approved for the scheduling of an installation appointment.

The prescribed activity occurs at your premises at the agreed-upon date and time. Any unexpected changes to the agreed upon appointment time on the part of personnel representing OneWorld EcoSolutions will be the responsibility of relevant personnel to advise you as soon as is practicable - as it is your responsibility (the consumer) to advise the company or company personnel if there are any unexpected changes to your schedule that interferes with the scheduled site assessment or service installation appointment.

If decommissioning is required, it is the responsibility of company personnel to ensure you are informed of this information prior to any upgrades taking place. Consumers must not retain any decommissioned items. These items are to be retained by company personnel for recycling and auditing purposes only. The only exception is when a product cannot be decommissioned safely at the time of the installation or upgrade. In such cases, the product must remain in a disabled state at the property until further arrangements are made for rectification.

Once an installation service has been conducted and completed at your premises, you understand that OneWorld EcoSolutions' personnel will recycle any decommissioned stock removed for the applicable prescribed activity. You understand that a company representative will be in contact with you for auditing purposes. This will ensure company personnel conducting installation or upgrade services are acting in compliance with the VEU program requirements and applicable legislation.

CONSUMER RIGHTS AND OBLIGATIONS

By participating in the VEU program, you agree to comply with any consumer obligations and understand that you have rights set forth in the VEET Act 2007, VEET Regulations 2018, and Australian Consumer Law (Victoria). You will provide accurate and complete information to the scheme participant(s) regarding your participation in the VEU program. You have the right to receive the agreed-upon energy efficiency activities and associated benefits as outlined in the program guidelines depending on your eligibility under the applicable activity.

You have the right to report any misconduct or non-compliance by company personnel to OneWorld EcoSolutions at 1300 271 782 or enquiries@oneworldecosolutions.com.au.

For external assistance, contact the Essential Services Commission (ESC) at 1300 664 969 or www.esc.vic.gov.au/contact-us. For false or misleading claims, contact Consumer Affairs Victoria at 131 450 or www.consumer.vic.gov.au/contact-us.

We encourage you to contact us before seeking external assistance so we may address any issues directly.

You have the right to privacy and the protection of your personal information in accordance with applicable privacy laws.

STANDARD FEES, PAYMENT TERMS, AND COOLING-OFF PERIODS

This section is not applicable to activities where the product and service is provided free of charge.

For reference, a 'day' is considered any day of the week, including public holidays. A 'business day' is defined as Monday to Friday, excluding public holidays.

1. Standard Fees

Standard fees for products and services are detailed in the relevant activity quotation, where applicable. For detailed fee structures specific to each offering, refer to the descriptions provided in your quotation.

2. Payment Terms

An invoice will be issued upon agreement of services or products.

Payment Methods: We accept payment via BPoint, Eway, SecurePay or cash payments. Payment must be made in AUD (Australian Dollars).

Non-Instalment Payment Option

Where agreed upon, and applicable, the following non-instalment payment option applies:

A deposit of 10% of the total cost is required prior to the commencement of agreed services.

Payment is due 7 days prior to the commencement of the activity date unless otherwise specified.

Full payment is required no later than 7 business days from the completion of services at the premises. The full payment period commences the first day after the completion of the activity.

Where agreed upon, and applicable, the following instalment payment option applies:

A deposit of 10% is required prior to the commencement of agreed services

Payment is due 7 days prior to the commencement of agreed services date unless otherwise specified.

The first instalment of 30% is due on the day of the undertaking of agreed services.

The second instalment of 30% is due on the thirtieth day from the date of completion of agreed services.

The final instalment of 30% is due on the sixtieth day from the date of completion of agreed services.

Delayed payments incur 5% interest each day payable for the specified instalment period amount owing.

No other payment options are available or permitted.

3. Cooling-Off Periods

In accordance with the Australian Consumer Law (ACL) as applicable in Victoria, consumers are entitled cooling-off periods. Consumers have 10 business days to change their mind and cancel a contract, starting from the day after the agreement was made or the consumer received their agreement document, whichever occurs later. Consumers may also cancel a contract within 3 months (or 6 months for certain contracts) if the supplier has not met specific obligations detailed under the ACL.

Restrictions During Cooling-Off Period:

During the cooling-off period for an unsolicited consumer agreement, the supplier must not:

- (a) Provide any services,
- (b) Supply any goods with a total value exceeding \$500, or
- (c) Accept any payment.

Commencement of Cooling-Off Period:

- (a) For agreements negotiated over the telephone, the cooling-off period begins on the first business day after the consumer receives their agreement document.
- (b) For other agreements, the cooling-off period begins on the first business day after the agreement was made.

An agreement terminated by a consumer during the cooling-off period is void, effectively cancelled, or treated as if it never existed. Any payments made must be refunded within a reasonable time frame as per ACL (Victoria) requirements.

WARRANTIES AND GUARANTEES

As a consumer participating in the VEU program, you are entitled to rights and protections under ACL (Victoria). You have the right to receive services that are of acceptable quality and fit for their intended purpose. You have the right to be provided with accurate and truthful information regarding the energy efficiency activities, including any associated costs, benefits and risks. You have the right to seek remedies, such as, repairs, if the services provided do not meet required standards.

All products supplied by OneWorld EcoSolutions are covered by a manufacturer's warranty period. You acknowledge that all products offered by OneWorld EcoSolutions are subject to a warranty produced by the manufacturer. OneWorld EcoSolutions shall not be liable if the warranty becomes unenforceable for any reason. You acknowledge and agree to immediately contact OneWorld EcoSolutions in writing upon discovering any product defect. Warranty claims can only be made during the applicable warranty period. You are responsible for any costs incurred in removing and returning products to the manufacturer or OneWorld EcoSolutions under the warranty. If a technician is required, OneWorld EcoSolutions reserves the right to charge a fee for this service.

Please read these terms and conditions carefully before participating in the Victorian Energy Upgrades program. Further information is listed on our company website – simply visit www.oneworldecosolutions.com.au. By participating, you acknowledge that you have read, understood, and agreed to be bound by these terms and conditions.