

## Company Refund Policy

### 1. Our commitment

At **Solar Platform Pty Ltd** which is licensed to use the Energy Platform, we strive to deliver quality service and the best possible products for our customer's needs.

### 2. How to contact us for your refund

2.1 You can contact us:

2.1.1 Via email to the sales representative that issued the Quotation to you or via email to [support@energyplatform.com.au](mailto:support@energyplatform.com.au);

2.1.2 By calling us on 0485 976 818;

2.1.3 By writing to us addressed to the "Refunds Officer" by post to Solar Platform Pty Ltd, Unit 9, 204 Alice Street Brisbane QLD 4000. Australia

### 3. How you will obtain your refund

3.1 If you have paid by credit card you will receive a full refund in your credit card that you used for the initial transaction.

3.2 If you have paid by EFT, Cash, Cheque or Money Order, we will process your full refund via EFT into a bank account nominated by you.

3.3 If you have paid your deposit by credit card more than 12 months before the date of seeking the refund, then you will be provided your full refund into your bank account.

### 4. How long will we take to process your refund

4.1 We will use our best endeavors to process your refund within two business day of receiving your request for a refund.

4.2 However in some circumstances more time may be required to process your refund. These circumstances include for example: a) where your credit card has been lost or if the refund is declined on the payment system; b) we have to process the refund manually via the Westpac Merchant Helpdesk which takes around 10 working days.

### 5. Review

5.1 We will review this Refund policy regularly.