

Complaints Handling Procedure >> (a link in small writing at the bottom of our Solar BC web site)

Complaints Handling Procedure with Solar BC Pty Ltd ABN:56 660 436 331 ACN:660 436 331.

We are dedicated to providing the best quality services and products to help you achieve the best energy outcome for your home and business.

However, we understand that things don't always go to plan and so we're here to discuss any issues or questions you may have. This Complaints Procedure is to help you better understand how to address your issue and achieve the best outcome as quickly as possible.

At Solar BC Pty Ltd, we appreciate your feedback in regard to our installation of renewable energy projects.

Our complaints procedure is as follows:

Contact us first, we are best placed to help you:

Call: 0412 053 530

Email: info@solarbc.com.au

Visit our website: www.solarbc.com.au

Once received, we will investigate your matter and provide a progress update and/or solution within 3 days for a minor issue and 4 days for any major issues.

Following an appropriate investigation, SolarBC will inform you of the action or decision taken regarding the complaint. SolarBC will also take actions to prevent similar complaints occurring in the future.

Remedies to resolve the issue may include (but not limited to):

Refunds

Replacement

Repairs/Re-work

Compensation

The remedies and solutions offered are subject to the Terms & Conditions and Warranties which apply to the products and services that you purchased from us. These include applicable consumer guarantees and our obligations under the Australian Consumer Law or consumer legislation in place at the time you purchased your products and services.

We take all complaints seriously and necessary steps will be taken to avoid any similar issues occurring in the future to provide the best customer experience possible.

If you are still not satisfied

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:

NSW: Fair Trading

Phone: 13 32 20

Vic: Consumer Affairs

Phone: 1300 558 181

Qld: Office of Fair Trading

Phone: 13 74 68

SA: Consumer and Business Services

Phone:131 882