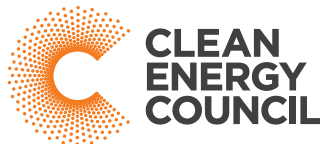


SOLAR PV RETAILER CODE OF CONDUCT



HAS YOUR COMPANY SIGNED THE SOLAR PV RETAILER CODE OF CONDUCT?

The Clean Energy Council's Solar PV Retailer Code of Conduct lets solar retail businesses demonstrate their commitment to responsible sales and marketing activities and solar industry best practice.

Authorised by the Australian Competition and Consumer Commission, the code aims to bring about a better standard of service in the solar industry by raising the bar higher than the minimum regulatory requirements. The Clean Energy Council administers the code and ensures that all signatories comply with its strict requirements.

WHY YOU SHOULD SIGN THE SOLAR PV RETAILER CODE OF CONDUCT

BECOME AN APPROVED SOLAR RETAILER

Signing the code means you become a Clean Energy Council Approved Solar Retailer. Approved retailers are listed on the Clean Energy Council's Solar Accreditation website – the first port of call for many customers looking to install solar.

STAND OUT FROM THE COMPETITION

As well as a listing on the website, signatories to the code can display the Approved Solar Retailer logo – a recognition of quality that distinguishes your company in the marketplace.



GIVE YOUR CUSTOMERS CONFIDENCE

Advertising your adherence to the code lets customers know that you supply quality products, comply with consumer protection laws and will back the operation of your systems well into the future. And that's got to be good for business.

BOOST THE REPUTATION OF THE PV INDUSTRY

The more companies that sign the code, the higher the level of trust in Australia's solar PV industry. By signing the code of conduct and complying with its requirements, you will help ensure the sustainability of the industry for years to come.

For more information on the Solar PV Retailer Code of Conduct, please visit approvedsolarretailer.com.au or contact codeofconduct@cleanenergycouncil.org.au.

SOLAR PV RETAILER CODE OF CONDUCT REQUIREMENTS

BELOW ARE SOME OF THE MAIN REQUIREMENTS OF THE CLEAN ENERGY COUNCIL SOLAR PV RETAILER CODE OF CONDUCT. YOU CAN VIEW THE ENTIRE CODE ONLINE AT [APPROVEDSOLARRETAILER.COM.AU](https://approvedsolarretailer.com.au).

PRE-SALE

Clean Energy Council Approved Solar Retailers will:

- ensure their sales representatives act ethically at all times
- not engage in any dishonest or misleading advertising or sales tactics
- educate consumers about their purchase by supplying essential information about the system in writing before entering into a contract. This includes site-specific full system design and an average daily performance estimate for each month of solar generation

POST-SALE

Clean Energy Council Approved Solar Retailers will:

- uphold consumers' legal rights relating to cooling-off periods and refunds. They will give customers the chance to cancel a contract and obtain a full refund if any changes are made that are not approved in writing (including variations to system design)
- provide a minimum five-year warranty covering the operation and performance of the entire PV system
- fully inform consumers about the processes involved between system installation and network connection, or facilitate this process on their behalf

GENERAL BUSINESS

Clean Energy Council Approved Solar Retailers will:

- provide consumers with all required documentation after the PV system is installed
- adhere to all existing legislation and regulations
- be fully accountable for the actions of any subcontracted parties, including Clean Energy Council-accredited installers/designers
- have a fair and transparent complaints process, and respond to consumers within 21 days of them making a complaint
- comply with all code administration, compliance arrangements and breach of code procedures, including payment of an annual fee to maintain status as a signatory

FEES

Annual fees for approved solar retailers are based on the number of kilowatts installed in the previous financial or calendar year. Currently the fee is \$0.55 per kW installed each year, capped at a maximum of \$7,500 (excluding GST).

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