

Solar retailer finance arrangement

TO CUSTOMER:

This form is being given to you because you have bought a solar system under a finance arrangement. It is designed to help you understand that your finance arrangement is made under a contract that is different and separate from the sale and installation agreement you've entered into with your solar retailer.

You should make your own inquiries about the type of finance product and company you are planning to engage with. A good place to start is at <https://www.moneysmart.gov.au/borrowing-and-credit/other-types-of-credit/buy-now-pay-later-services>.

By signing this form, you are demonstrating that you understand the nature of your finance arrangement.

TO APPROVED SOLAR RETAILER:

This form may be completed by the finance provider or by you as the Approved Solar Retailer. You are responsible for ensuring your customer receives the information required on this form. By asking your customer to sign this completed form when they sign your sale and installation agreement, you are helping to inform your customer about the financial commitment they are making, and you are meeting your obligations under sections 2.1.22 - 2.1.24 of the Solar Retailer Code of Conduct.

You are responsible for being aware of all of your obligations in relation to credit.

A. WHO IS THE CONTRACT BETWEEN?

In addition to your agreement with your solar retailer, you, the customer, are entering into a contract with.

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Name of company providing finance

B. QUESTIONS AND COMPLAINTS

The finance provider you are contracting with does not hold an Australian Credit Licence or is providing you with an unregulated product. This may affect your rights and limit your access to some dispute resolution services. Before you sign a contract for finance or credit, find out what options are available to you if you are late with a repayment or have any dispute with your finance provider.

If you have questions or complaints about the finance arrangement, speak to your finance provider (named in A above). Helpful information about complaints and disputes about finance arrangements can be found at <https://asic.gov.au/about-asic/contact-us/how-to-complain/disputes-with-financial-firms/> and <https://www.afca.org.au/make-a-complaint/credit-finance-and-loan-complaints/>

