

# Solar system servicing terms and conditions

## NATURE OF CONTRACT

This agreement is a contract for the service of the relevant system at the premise as registered through the 4shore Solar website. It is not a contract to sell or install a solar system at the relevant address or connect a system to the electricity grid.

## DEFINITIONS

"Agreement" means a written agreement for the Service of the relevant solar power system for which these Terms and Conditions apply.

"Contract" means the contract between the Buyer and the Seller for the Buyer to purchase, and the Seller to supply, Services in accordance with the Terms and Conditions.

"Customer" or "Buyer" means the person or legal entity identified in the Subscription purchasing Services.

"4shore" or "Seller" will be known as McElroy Family Pty Ltd T/AS 4shore Solar in this contract between Buyer and Seller and any authorised representative of the Seller.

"Service" or "Annual Service" means the services described as below under Service Provision 1-6 in accordance with these Terms and Conditions. Provided once a calendar year until your subscription is cancelled.

"Solar Panels" means the amount of solar panels already installed / existing on the premise.

"Premise" means the land, building, structure where the service is to be performed by Seller.

"Subscription" or "Subscribed" refers to the arrangement to receive the Service annually. Once a calendar year in September unless otherwise notified; by paying in advance using bank card through the Seller website. Debited each year on the original date of purchase. As described under Payment 1 - 10.

"Service Price" or "Annual Charge" means the price for the Service provided as stipulated under Payment 1 - 10.

"Geographic Area" refers to the area of land or region as shown on the Seller website depicted by a boundary line when the Customer inputs Premise and is accepted for Service.

"Reportable" or "Rectification works" refers to additional work that may be quoted for repair outside of the Service.

"Detailed Report" refers to a letter of required additional works for rectification of associated works. For example: An insurance report. Refer to Contract Terms 13.

"Quotation" means the Sellers written quotation for additional works which may be inclusive of Goods and or Services.

"Goods and Services" means the goods and or services as described in the quotation that is accepted by the Customer.

"Inclement in Weather" refers to severe or harsh weather that is usually cold or wet.

"Seller Website" 4shoresolarelectrical.com.au

"Terms and Conditions" means the terms and conditions in this document and any additional terms and conditions in the quotation. Subject to change.

## SERVICE PROVISION

1. One annual service of solar panels; hard brush, water, detergent substance, high pressure machine may be used and assessed case by case.
2. Visual inspection of solar panels for damage, fractures and corrosion.
3. Visual inspection of inverter for damage and or fault codes / errors.
4. Visual inspection of junction boxes and or isolators for water egress and heat stress.
5. Check for correct operation of solar power system.
6. One annual wifi re-connection to inverter.

## PAYMENT

1. The annual charge for the service supplied is a subscription and will automatically deduct from the customers associated bank card annually on the reoccurring date in which the service was initially subscribed. For example; January 1st 2021 was the initial date of service subscription. Each consecutive year post 2021 your subscription will automatically debit on January 1st.
2. The overall service price is dependant on the amount of solar panels installed on the premise.
3. Satellite imagery software may be used to remotely verify the amount of solar panels on the premise as advised

- on your subscription.
4. The service price is applicable to the premise being within the geographic area as prescribed on the 4shore website.
  5. Annual services take place in September unless otherwise notified by 4shore Solar.
  6. Payment must be made in full previous to August 31st 16:00 for services to take place in September.
  7. The subscription can be cancelled at anytime by advising the 4shore Solar office in writing at info@4shore.com.au.
  8. Subscriptions cancelled previous to September in any calendar year understand the annual service will therefore not take place.
  9. If it is verified either remotely or onsite that the amount of panels installed on the premise does not match the subscription paid for the customer will be debited the outstanding difference of balance.
  - 10.

SUBSCRIPTION SERVICE CHARGES	
AMOUNT OF PANELS	ANNUAL SERVICE CHARGE
18	99
19	114
20	129
21	144
22	159
23	174
24	189
25	204
26	219
27	234
28	249
* This service is a subscription and charged annually. * Single or Double Story Premise with ladder access no higher than 8 metres. * Roof pitch must not exceed 25 degrees. * Postcode must fall within the catchment as prescribe on website. * Terms and Conditions Apply - Proceed to Documents Tab on website.	

### CONTRACT TERMS

1. The premise for the service must be a single or double story premise; no higher than 8 metres with standard ladder access.
2. The premise must be classified as a Class 1A or 10A structure.
3. The roof pitch of the premise can not exceed 25 degrees.
4. We do not provide a performance guarantee.
5. We do not guarantee this service will not affect any warranty conditions of the original sales company or solar installation company.
6. This service does not include the removal of solar panels from the roof for the purposes of cleaning or any other request.
7. This agreement does not include provisions to install, test or maintain your electricity meter, switchboard, sub-board or any other metering panel.

8. Unless otherwise notified all services take place in the calendar month of September.
9. Inclement in weather will delay the service. 4shore will endeavour to complete the service within 3 weeks of the original notified service date.
10. Although 4shore ( its contractors, employees ) use best endeavours to avoid causing damage to the property, 4shore will not be liable in any way to the customer for roof tiles that crack. Customers with tiled roofs must have spare tiles available prior to the service.
11. You authorise 4shore ( its contractors, employees ) to have access to the property at times it reasonably requires.
12. Any reportable rectification works will be advised by 4shore to customer. Quotations for repairs can be provided on customer request.
13. *A detailed report of rectification works can be provided at an additional charge of \$80 + GST.*

### **STATEMENT TO CUSTOMER**

4shore Solar affirms they are a signatory to the CEC Retailer Code of Conduct and will voluntarily comply with all requirements whilst a part of this code.

### **ACKNOWLEDGEMENTS BY CUSTOMER**

The customer affirms they have read, understood and agree to these terms and conditions.

The customer affirms that all information provided to 4shore is true and accurate.

Any false or incorrect information provided to 4shore, which leads to any losses or damages may be indemnified at the customer's expense.

The customer affirms acceptance this service is a subscription which will automatically be withdrawn each calendar year from the prescribed bank card.

The customer understands this is a service provided once a calendar year until the subscription is cancelled.

The customer affirms terms and conditions set out forthwith are automatically accepted once the subscription has been debited for payment.

**Electricity can be dangerous - never attempt to repair electrical issues yourself, visual inspections can be conducted from the ground. Only use an appropriately qualified professional, such as a licensed electrician or a Clean Energy Council accredited solar technician to perform close-quarters inspections of your system or going onto your roof.**

Date: .....

Address: .....

Name: .....

Signature: .....