



TERMS AND CONDITIONS FOR GRID-CONNECTED SOLAR SYSTEMS

1. **Warranty:** Pyramid Power Company provides a 60-month warranty on all installation workmanship from the date of installation. Your solar system components come with a manufacturer's product warranty which is provided separately.
2. **Payment Terms:** Once your deposit is paid, Pyramid Power will begin committing resources to your project to install your system. You agree to the following payment terms:
 - a. **First payment** (Deposit) 10% of total price (before any discounts) - at time of order,
 - b. **Progress payment** approximately 80% of price after any PoS discount and Deposit Paid - due upon receipt of Tax Invoice and before installation, and
 - c. **Final payment** (Balance of Payment) of residual amount after Deposit and Progress Payment, and **email acceptance of STC Assignment form(s)** - due within 3 working days after installation.
3. **Grid Connection:** The connection of your solar system to the electrical distribution grid is outside the control of Pyramid Power. As such you agree that timely payment of our invoices is **not** dependent on your system being connected to the grid. We will ensure that your solar system is of an appropriate standard and grid-connect ready. Our obligations to you are fulfilled when your system has been installed at the agreed location, connected to the inverter and is ready for grid connection by your Utility.
4. **Preferred Payment:** Pyramid power accepts a number of payment methods:
 - **Direct Deposit to Pyramid Power - Bendigo Bank, BSB No. 633-000 Acc No: 145056834.** Please include as your reference - Surname and order number.
 - Cheques / Money Orders payable to Pyramid Power Company.
 - Payments by Visa and MasterCard are subject to a 1.5% bank surcharge.
 - Payment by cash to Pyramid Power office in south Pambula.
5. **Discounts and Inducements:** Your system price may be reduced due to various factors including government schemes. These inducements are subject to change at any time, and whilst Pyramid Power will endeavour to explain these Schemes to you, it cannot be held responsible for changes which affect the price of your system. Your Point of Sale discount may include your assigning of Certificates created under the Solar Credits Scheme, as follows:
 - a. The Small-scale Technology Certificate (STC) price used to calculate your point of sale discount is shown on the Estimate, but we reserve the right to alter your discount if the market price varies substantially, before receipt of your deposit.
 - b. If you assign your STCs to Pyramid Power, your solar system installed price includes the appropriate Solar Credits & STC- based discount, and:
 - we will return the Certificate value to you as a point of sale discount.
 - you agree to sign the necessary STC assignment forms following the installation of your system via the Green Energy Trading portal.
6. **Cancellation of Order:** You may at any time, up to the point where you are advised of a scheduled installation date, cancel your order and receive a refund of any monies paid, minus an administration charge of \$250. After the job is scheduled, up to 10% of the Estimated total cost that you signed, plus any reasonable unrecoverable costs, may be requested in the event that you do not wish to proceed.
7. **Your Estimate:** You understand that the estimated cost of your proposed system is based on information gained by Pyramid Power's product advisors during the initial installation site visit. The following should be noted:
 - a. The price of imported components of your system are subject to exchange rate fluctuations. For the purpose of generating your estimate prices have been assumed as remaining stable until installation.
 - b. Pyramid Power reserves the right to alter your pricing PRIOR to payment of a deposit, and subject to your signing a variation.
 - c. All prices include GST.
8. **Final Price:** Final confirmation of the price of the system supplied by Pyramid Power will occur once a pre installation site visit has been conducted. Should Pyramid Power decide that changes to the materials and/or method of installation are required, they will be discussed with you and agreed before site work commences.

9. **Extra costs:** Your Estimate includes all costs assessed as accurately as possible, but further costs may be identified during a pre-installation site visit, on the day of installation by our electrician (e.g. faulty wiring or asbestos) or during the Occupational Health and Safety review (e.g. working at unusual heights, inadequate site access) and technical desk audit process (suitability of your installation site and aspect for the type of system you have paid a deposit on). Pyramid Power will not start work until you have agreed to any extra costs we identify.
10. **Additional Costs:** In some cases, customer installation sites may require appropriate electrical upgrades (e.g. to a meter box, a new meter, underground cabling). This work is outside of Pyramid Power's normal responsibility but can be undertaken by Pyramid Power for an additional cost (and is subject to an additional estimate). If you engage an external third party to undertake this work, all expenses related to such electrical work should be paid directly to the party undertaking the work, and Pyramid Power will not be responsible for any associated expense, quality, adequacy or completion disputes. According to the installation address, the following should be noted:
 - a. Customers in New South Wales (NSW): Once we have completed your installation, your energy retailer will need to install your new electricity meter. Whilst Pyramid Power can assist in the lodgement of forms to your retailer we strongly recommend you contact your retailer to ensure your system is connected and has the appropriate meter installed.
 - b. In the Australian Capital Territory (ACT) and Victoria, any equipment upgrades must be conducted by a licensed electrician.
 - c. In the ACT, the following fees are set and prescribed by ACTPLA and ACTEWAGL independently of Pyramid Power, and may change without notice. Any movement in charges shall be passed directly to the customer:
 - ACCESS Canberra charges an inspection fee for each inverter connected. Pyramid Power initially arranges and pays for this inspection on your behalf. You shall be invoiced accordingly, and are expected to pay it with your Final payment.
 - ACTEWAGL are responsible for the meter installation. Pyramid Power initially arranges and pays for this on your behalf. You shall be invoiced accordingly, and are expected to pay it with your Final payment.
11. **Timely Installation:** Pyramid Power will make every reasonable effort to install your system in a timely manner. However, we will not be bound to meeting estimated or proposed delivery, installation or system completion dates as we have no control over for example, world-wide materials availability, peaks in demand created by changes in government legislation, inclement weather and/or other forms of force majeure. Delayed installation or grid connection is not a valid reason for claiming a refund or compensation from Pyramid Power. Please note that no responsibility for the delay of orders is accepted if customer details (including installation site) are incorrect.
12. **System Capacity:** System descriptions within the industry utilise nominal output capacities, and actual product may vary slightly from the broad descriptor e.g. a "3kW system" may have an actual rated capacity of say 2.9kW or 3.1kW. The system we supply may not be the exact capacity noted in your Estimate, but will fall within the nominal descriptor range.
We reserve the right to change product and system specifications without notice, but guarantee that replacements will be of an equal or superior quality and capacity.
13. **Delivery and Storage:** We will in most cases bring your system materials to your installation site on the day of installation. If delivery is arranged prior to installation it is your responsibility to safeguard all delivered materials in a secure and dry location, and to enable them to be collected if you decide not to continue your installation.
14. **Title to components ("All Monies"):** Title to the system does not pass from us until your Final Payment has been received in full.
15. **Site Access:** You agree that our representatives will have access to the installation site for the purposes of delivery and installation. Pyramid Power reserves the right to enter your property to recover any of its property, including unpaid goods. ("Avoiding Trespass")
16. **Information, Privacy and Legislation:** You will provide us with any information required by us to apply for any grant, rebate or other benefit which you may be entitled to receive, and you authorise us to apply for credit information about you, should we require it. The information collected by us may include "personal information" within the meaning of the Privacy Act 1988.