

## Terms & Conditions – Hot Water

1. **(REPS Offer Validity)** is valid until 30th November of the current calendar year unless Scheme or offer is changed prior.
2. **(Pricing)** Hot water installation prices are subject to site inspection & changes to government incentives. Rebates vary based on the property's energy connection status, location (based on climate zones) and model of the new system being installed. Other tank sizes, fuel types and brands are available upon request.
3. **(REPS Offer)** These offers are only available on supply and installation of the system by HOTWATER COM AU or their accredited representative and all REPS credits created under these offers must be assigned to their nominated energy retailer. MAC Trade Services is the responsible party for all REPS related claims and activities performed by HOTWATER COM AU.
4. **(Priority and Hardship Group Customers)** The REPS discount may be greater for Priority or Hardship Group customers. You will need to provide proof of your Priority or Hardship Group status before an installation can take place, and it must be valid at the time of installation in order to qualify for the increased discount. If a customer has received a discounted Priority Group rate but cannot provide evidence of eligibility, they will be subject to pay the full general household rates.
5. **(REPS Credits)** To receive the discounted upgrade, the Customer must sign the REPS Activity Summary and REPS Activity Record on or before the day of Installation. This assigns MAC TS the right to be the Activity Provider for the purpose of the REPS, so REPS Credits can be created.
6. **(Balance)** Customers agree and acknowledge that you will be required to pay balance owing and any extras or variations identified during the site inspection at installation commencing.
7. **(Location Variations)** If a customer changes their mind on location or varies the original installation plan that creates additional labour or costs, they may incur additional charges.
8. **(No Access Charge)** If the customer is not at the property or unable to provide access or a safe working environment, this may result in cancellation of the job, a no access fee or additional site visit fee may be applicable.
9. **(REPS Credits)** To receive the discounted upgrade, the Customer must sign the REPS Activity Summary and REPS Activity Record on or before the day of Installation. This assigns MAC TS the right to be the Activity Provider for the purpose of the REPS, so REPS Credits can be created. If this form is not signed, the REPS cannot be claimed and the customer will be liable for the full cost of the system and installation.
10. **(Costs)** The Customer will be provided the final total costs payable, including any additional charges that may be applicable following a site visit or on the day of the installation. Customers have the right to no longer proceed with the hot water installation prior to commencement.
11. **(Public or Private Rentals)** If the tenant has requested the installation, they must provide landlord approval evidence before an installation can be booked.
12. **(Data Privacy)** The Customer understands and agrees that their details may be shared with the Energy Retailer and Regulator for auditing, reporting or other purposes. MAC TS will collect, hold, use and disclose personal information in accordance with its privacy policy which can be located at <https://mactradeservices.com.au/privacy-policy>
13. **(Dispute Resolution)** If the Customer or MAC TS considers that a dispute has arisen in relation to any matter governed by this Proposal, that party must give the other party written notice outlining the basis of the dispute. The parties must then meet in an effort to negotiate a resolution of the dispute on terms consistent with the provisions of this Quotation. Notwithstanding the existence of a dispute, the Customer must still comply with its obligations to pay MAC TS in accordance with the terms of this Quotation. MAC TS's Complaint Handling and Dispute Resolution Procedure is located on our website <https://mactradeservices.com.au>
14. **(Governing Law)** this Contract shall be governed by the laws of South Australia and the parties irrevocably submit to the exclusive jurisdiction of the courts of that State.
15. **(Consumer Guarantees)** Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss of damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure. If the failure is minor, we reserve the right to offer to repair only.

## Terms & Conditions – Special Offers

### **Rinnai Sunmaster Electric Boosted Solar Special Offer**

Offer applies to existing single storey Class 1 properties that have no reticulated/natural gas connected to the property, single storey Class 2 Dwellings & single storey SA Small Businesses who are replacing an existing electric boosted solar hot water system.

Rinnai Sunmaster System 10 valued at \$6,600 inc GST supplied & installed. Available to existing SA homes & small businesses that have not replaced the hot water system under REPS before and are replacing an existing electric boosted close-coupled solar hot water system.

Rinnai Sunmaster System 7m valued at \$6,100 inc GST supplied & installed. Available to existing SA homes & small businesses that have not replaced the hot water system under REPS before and are replacing an existing electric boosted lo-line solar hot water system.

Savings calculated based on a 2 adult, 2 children household with medium daily hot water use. Visit the SA Governments website to calculate your savings; <https://www.sa.gov.au/topics/energy-and-environment/using-saving-energy/water-heaters/water-heater-calculator>.

### **iStore 180lt Air to Energy & Rinnai Enviroflo Heat Pump Special Offer**

Offer applies to Class 1 properties that have no reticulated/natural gas connected to the property and to Class 2 Dwellings & SA Small Businesses that have not replaced a hot water system under REPS before and are replacing an existing external electric storage tank or existing heat pump system. Other tank sizes, fuel types and brands are available upon request.

## Definitions

The terms set out below shall have the following meaning when used throughout the above Terms and Conditions:

**Customer** means the person named in the Quotation and Invoice, and to whom the Quotation and Invoice is addressed;

**Energy Retailer** means the Obliger Energy Retailer as defined under the REPS Code.

**Hardship Group** means the meaning given to Priority Group Customer;

**MAC TS** means MAC Energy Efficiency Group Pty Ltd t/a MAC Trade Services, ABN 95 612 163 783, Unit 2, 134 Fullarton Road, Rose Park SA 5067, SA - Builders License Number BLD322897;

**Priority Group Customer** is defined as a person who:

- holds a Commonwealth Government Pensioner Concession Card, Health Care Card (including a Low-Income Health Care Card), TPI or War Widows Gold Repatriation Health card, Gold Repatriation Health Card (EDA), or
- receives the South Australian Government Energy Bill Concession, or
- participates in an Energy retailer hardship program or payment plan (offered and applied as per section 50 of the National Energy Retail Law), or
- receives an SA Government Energy Concession, or
- has received a referral from a registered member of the SA Financial Counsellors Association (SAFCA), or
- resides in a rental property where the weekly rental is \$500 per week or less.

**REPS** means the Retailer Energy Productivity Scheme;

**Regulator** means ESCOSA (Essential Services Commission of South Australia) who are the administrator for the REPS

**Works** means the supply and install of reverse cycle air conditioner fittings/equipment as agreed to by the Customer and any associated components or parts as described in the Quotation, and the provision of the services necessary to install them.