

Appliance Rebate - Victoria

Version 1.2 – 10 September 2026

1. **(VEU Offer Timeframes)** Applications for an eligible appliance rebate must be received and approved by 31 May for the associated Victorian Energy Efficiency Certificates (VEECs) to be created by 30 June in the year following the calendar year in which the eligible appliance purchase occurred.
2. **(VEU Offer Availability)** The submission of this application does not guarantee payment or approval. All applications are subject to review and assessment by MAC TS. We reserve the right to accept or decline applications at our discretion.
3. **(VEU Certificates)** All VEECs created under this offer are assigned to MAC TS as an Activity Provider under the VEU.
4. **(VEU Activities)** VEU Activities offered within the MAC TS Appliance Rebate include:
 - Activity 22: High efficiency refrigerators and freezers
 - Activity 24: High efficiency televisions
 - Activity 25: Energy efficient clothes dryers
 - Activity 46: Induction cooktop and freestanding combined induction cooking products

MAC TS may vary the activities offered under this offer at any time, including to add or withdraw an activity, to reflect changes to the VEU program.

5. **(VEU Eligibility)** Eligibility for each activity referred to in clause 4 is set by the Victorian Energy Upgrades (VEU) program and is published and updated from time to time by the ESC and the Department of Energy, Environment and Climate Action (DEECA), including in the [ESC's Appliance Activity Guide](#). This includes requirements such as minimum energy efficiency or star ratings, product dimensions, installation limits, and any minimum co-payment. Because these requirements are reviewed and updated by the regulator from time to time, they are not reproduced in full in these Terms. Current eligibility requirements can be viewed at esc.vic.gov.au or confirmed with MAC TS before purchase and application. It is the Customer's responsibility to confirm current eligibility with MAC TS prior to purchasing an appliance, as MAC TS cannot guarantee a rebate for a product that does not meet the requirements in force at the time of purchase.

In addition to the requirements published by the ESC and DEECA, the following offer-specific conditions apply:

- a) Induction Cooktops (Activity 46) - Must be purchased new and installed in Victoria (including online purchases) at a residential property with an existing gas or LPG cooking connection, where the property is at least two years old. Only one rebate claim per induction cooktop is permitted.
 - b) High-Efficiency Refrigerators and Freezers (Activity 22) - Must be purchased new and installed in Victoria (including online purchases) at a residential property and non-residential premises. No installation limit applies.
 - c) High-Efficiency Televisions (Activity 24) - Must be purchased new and installed in Victoria (including online purchases) at a residential property and non-residential premises. Residential premises are subject to a maximum of 2 products installation limit.
 - d) Energy-Efficient Clothes Dryers (Activity 25) - Must be purchased new and installed in Victoria (including online purchases) at a residential property and non-residential premises. Residential premises are subject to a maximum of 1 product installation limit.
6. **(VEU Product Eligibility)** For Activities 22, 24 and 25, eligible appliances must be listed on the GEMS Register at the time of installation and the VEU Register of Products at the time VEECs are created. For Activity 46, the product must meet DEECA's current induction cooktop product criteria at the time of purchase.
 7. **(Product Availability)** Product brands and models are subject to change at any time without warning and this may impact the VEU rebate available.
 8. **(Rebate Value)** The rebate value is subject to change at any time without prior notice. The final rebate amount will be determined based on the value applicable at the time your application is submitted.
 9. **(Payment of Rebate)** It is the Customers responsibility to ensure the correct bank details are supplied. Failure to provide the correct BSB and account number may cause your rebate payment to be delayed or cancelled. Rebate may take up to 60 days from application to be processed and delivered.



10. **(VEU Compliance)** The Customer understands that if the VEU rebate cannot be claimed by MAC TS due to a previous claim or any documentation or information provided is inaccurate, you may be required to repay the VEU rebate and any other administrative costs worn by MAC TS in relation with this claim.
11. **(Assignment of Rights to Certificates)** By submitting this application, the Customer understands and agrees that:
 - a) They are assigning the right to create certificates for this activity to MAC TS.
 - b) They have received an identifiable benefit from MAC TS in exchange for assigning their rights to create the certificates for the above product sale.
 - c) Information provided in this form will be disclosed to the Essential Services Commission for the purpose of creating certificates under the Victorian Energy Efficiency Target Act 2007 and for related verification, audit, and program monitoring purposes.
 - d) The Essential Services Commission may use the details provided on this form to issue commission correspondence.
 - e) It is an offence to provide false or misleading information to the Essential Services Commission or any person exercising powers under or in connection with the Victorian Energy Efficiency Target Act 2007.
12. **(Authorised signatory)** The Customer confirms they are the authorised signatory of the applied for site/entity and will directly benefit from the ongoing end-use services provided by the equipment installed on site.
13. **(Exclusion of Liability)** MAC TS excludes all liability for any consequences or damages arising out of any false, misleading, or incomplete information provided by the Customer.
14. **(Data Privacy)** The Customer understands that MAC TS will collect information on this form for the purpose meeting its' compliance obligations under the VEU. You authorise MAC TS to use and disclose information about yourself to its related companies and other organisations that assist it for this and related purposes. MAC TS will collect, hold, use and disclose personal information in accordance with its privacy policy which can be located at <https://macradeservices.com.au/privacy-policy>
15. **(Auditing - General)** This information may be used by the Regulator or other necessary parties for auditing purposes.
16. **(Phone Audit)** The Customer understands that they may be contacted via phone for the purposes of auditing. Not participating in this call may result in the incentive not being able to be claimed.
17. **(Site Audit)** The Customer understands that they may be required to participate in a physical site audit and/or telephone audit to verify the activity claim at the premises listed above by either MAC TS or the Regulator.
18. **(Dispute Resolution)** If the Customer or MAC TS considers that a dispute has arisen in relation to any matter governed by this Offer, 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 Offer. MAC TS's Complaint Handling and Dispute Resolution Procedure is located on our website <https://macradeservices.com.au>
19. **(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.
20. **(Application Submission)** By submitting this application, the Customer acknowledges and agrees that it is their sole responsibility to ensure that all the information provided is true, accurate, and complete to the best of their knowledge.

Definitions

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

Accredited Provider means a business or organisation accredited under the Victorian Energy Upgrades (VEU) program to undertake eligible activities and create Victorian Energy Efficiency Certificates (VEECs) in relation to those activities;

Customer means the person named in the application;

DEECA means the Department of Energy, Environment and Climate Action;

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;

VEU means the Victoria Energy Upgrade Scheme;

Regulator means ESC (Essential Services Commission of Victoria) who are the administrator for the VEU

VEEC means Victorian Energy Efficiency Certificate. Each certificate represents one tonne of greenhouse gas emissions reduction (CO₂-e).

VEU means Victorian Energy Upgrades