CONGRATULATIONS – THE SOLAR RETAILER YOU'RE DEALING WITH HAS MADE A STRONG COMMITMENT TO GOOD BUSINESS PRACTICES AND IMPROVING STANDARDS IN THE SOLAR INDUSTRY.

The Clean Energy Council Solar Retailer Code of Conduct is a way for solar businesses to show their commitment to responsible sales and marketing activities and solar industry best practice.

The code of conduct is a voluntary scheme for retail businesses selling solar panel systems to households and businesses. It aims to lift the bar higher than the minimum requirements set by government and regulations and bring about a better standard of service within the solar industry. It is also the only solar industry code of conduct authorised by the Australian Competition and Consumer Commission.

The Clean Energy Council manages the code of conduct and ensures that signatories comply with its strict requirements at all times.

WHAT DOES THIS MEAN FOR YOU?

The company you're dealing with has signed on to the Clean Energy Council Solar Retailer Code of Conduct. That means you will receive the following – and more:

- ✓ **assurance that the company has gone through a rigorous process to become an Approved Solar Retailer**
- ✓ a standard minimum warranty period of five years on your whole system
- ✓ **detailed information on the process between system installation and network connection**
- ✓ peace of mind that the company will adhere to all existing legislation and regulations, and that its sales representatives will act ethically and not engage in any dishonest or misleading tactics
- ✓ **many other quality and performance guarantees**

LOOK FOR A CLEAN ENERGY COUNCIL APPROVED SOLAR RETAILER

A Clean Energy Council Approved Solar Retailer is a company that has signed on to the code of conduct and agreed to follow its requirements at all times.

Look for the Clean Energy Council Approved Solar Retailers logo when buying solar:

CLEAN ENERGY COUNCIL
APPROVED
SOLAR
RETAILER

To see a list of current Approved Retailers, visit **approvedsolarretailer.com.au**

HIGH STANDARDS

When you buy solar from a Clean Energy Council Approved Solar Retailer, you can be assured that you are buying a quality product from a company that follows all relevant consumer protection laws and is prepared to back the operation of your solar system for at least five years. The code also has strict requirements that companies must follow in pre- and post-sale activities, documentation and general business practices.

WHY THE CODE?

The Clean Energy Council established the Solar Retailer Code of Conduct in 2013 on behalf of the solar industry to improve customer service and industry standards. The Clean Energy Council already upholds industry standards for solar installations through its installer accreditation program.

The establishment of the Solar Retailer Code of Conduct means that the solar retail sector will also be monitored, and in particular companies that engage in misleading or poor sales and marketing practices.

CLEAN ENERGY COUNCIL APPROVED SOLAR RETAILERS WILL:

PRE-SALE

- ensure that sales representatives act ethically at all times
- not engage in any dishonest or misleading advertising and sales tactics
- provide you with the necessary information in writing to enable full education about your purchase prior to entering into a contract

POST-SALE

- respect your legal rights relating to cooling-off periods and refunds and give you the opportunity to cancel a contract and obtain a full refund where changes are made after contract that are not approved in writing
- provide a standard minimum warranty period of five years, on the operation and performance of the whole solar system including workmanship and products, and address any problems arising during this period
- fully inform you of the process between system installation and network connection or will facilitate this process on your behalf

DOCUMENTATION AND GENERAL BUSINESS

- ensure that you are provided with the required documentation before and after the solar system is installed
- adhere to all existing legislation and regulations, and maintain effective internal cancellation procedures
- be fully accountable for the actions of any subcontracted parties, including CEC-accredited installers/designers
- maintain a fair and transparent complaints process, and get back to you within 21 days of you making a complaint

DEALING WITH COMPLAINTS

Should you need to make a complaint against a company identifying itself as a Clean Energy Council Approved Solar Retailer, you should first contact the retailer

If you are not satisfied with the response from the Approved Retailer, you can also contact your relevant consumer protection organisation. You can also register your complaint with the Clean Energy Council, which will investigate breaches of the code. This may result in the retailer having its approval revoked.

For more information on dealing with complaints please visit **approvedsolarretailer.com.au**

FURTHER INFORMATION

- For further information or to view a copy of the code of conduct, visit **approvedsolarretailer.com.au**
- For any questions on the code of conduct, contact:
  Clean Energy Council – Code of Conduct
  Level 15, 222 Exhibition Street
  Melbourne VIC 3000
  email **codeofconduct@cleanenergycouncil.org.au**
- To download the Clean Energy Council's 'Guide to installing solar PV for households', visit **solaraccreditation.com.au/consumers**
- For information on consumer rights and warranties, visit **accc.gov.au/consumers/consumer-rights-guarantees**
- To contact your relevant consumer affairs organisation, visit **solaraccreditation.com.au/consumers/complaints**
- To view the Australian Competition and Consumer Commission authorisation register, visit **registers.accc.gov.au**

WHAT IS THE CLEAN ENERGY COUNCIL?

The Clean Energy Council is the peak body for Australia's clean energy industry. We represent and work with hundreds of leading businesses operating in solar, wind, energy efficiency, hydro, bioenergy, energy storage, geothermal and marine along with more than 4000 solar installers.

We are committed to accelerating the transformation of Australia's energy system to one that is smarter and cleaner.

For more information, visit **cleanenergycouncil.org.au**