



CUSTOMER COMPLAINTS PROCEDURE

Soltek Energy strive to provide the best quality services and products to help you achieve the best energy outcome for your family, your home and your business.

Nevertheless, we acknowledge that things do not always go to plan and so we're here to discuss any issues or questions that you may have. This Complaints Procedure is to help you better understand how to address your issue and achieve the best outcome as quickly as possible.

At Soltek Energy, we welcome your feedback as we seek to satisfy and delight our customers.

Our complaints procedure is as follows:

1 Contact us first, we are best placed to help you:

Call: 1300 844 445

Email: info@soltekenergy.com.au

Visit our website: soltekenergy.com.au

Talk to us in person at: B1, 27-29 Fariola Street, Silverwater NSW 2128

2 Once received, every reasonable effort will be made to acknowledge the receipt of a complaint as soon as possible and provide you with an expected timeframe for its resolution. We will strive to provide a response and/or solution within seven (7) days for a complaint.

3 Pylon CRM is the platform where complaints are tracked. The complaint is assigned to a support Manager and updates are recorded accordingly.

Following an appropriate investigation, Soltek Energy will inform you of the action or decision taken regarding the complaint. Soltek Energy will also take actions to prevent similar complaints occurring in the future.

Remedies to resolve the issue may include (but not limited to):

- Refunds
- Replacement
- Repairs/Rework
- Compensation

The remedies and solutions offered are subject to the Terms & Conditions and Warranties that apply to the products and services that you purchased from us. These include applicable consumer guarantees and our obligations under the Australian Consumer Law or consumer legislation in place at the time you purchased your products and services.

We take all complaints seriously and necessary steps will be learned to avoid any similar issues occurring in the future to provide the best customer experience possible.

If you are still not satisfied

4 If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading office in your state or territory, as follows:

NSW: Fair Trading

Phone: 13 32 20