
Terms and Conditions for Planet Green Australia

1. Introduction

- By using the website **planetgreenaustralia.com.au**, customers agree to these Terms and Conditions. These terms govern the use of the website, the services provided by Planet Green Australia, and any purchases made through the site.

2. Eligibility for VEU Program

- **Planet Green Australia** is an accredited provider under the Victorian Energy Upgrades (VEU) program. As such, we offer eligible products and services to consumers who meet the VEU eligibility criteria.
- Customers must confirm their eligibility before purchasing or engaging in services related to VEU.

3. Products and Services

- **Product Availability and Pricing:** Prices are listed in AUD and may be subject to change. All products and services provided under the VEU program are in line with the program's guidelines.
- **Installation Services:** We provide installation services as part of VEU upgrades, such as energy-efficient lighting or heating. Installations are carried out by licensed and accredited professionals.

4. User Responsibilities

- **Accurate Information:** Customers are required to provide accurate details when applying for services or making a purchase, especially related to their VEU eligibility.
- **Compliance with the VEU Program:** Customers must adhere to the eligibility and usage criteria as outlined by the Victorian Government for receiving upgrades or incentives under the VEU program.
- **Environmental Compliance:** The use of products and services must align with sustainability principles as defined by **Planet Green Australia**.

5. Insurance Coverage

- **Planet Green Australia** operates with the following insurance coverages to ensure the safety and security of our clients:
 - **Public Liability Insurance:** Covers damages or injuries caused to third parties during the provision of our services.

- **Product Liability Insurance:** Ensures coverage for any damages resulting from faults or defects in the products supplied.
- **Workplace Compensation Insurance:** Covers our employees in the event of an injury sustained during the provision of services.

6. Pricing and Payment

- Payments are made via secure methods. Customers will be charged in full for non-VEU related products or services.
- VEU-related services will be invoiced according to the terms provided under the program's guidelines, which may involve partial or full government-funded upgrades.

7. Shipping and Delivery

- **Delivery of Products:** Products eligible for VEU upgrades will be delivered within the estimated timeframes. Any delay in the delivery process will be communicated to customers in a timely manner.
- **Installation Service Delivery:** As a part of the VEU program, installation appointments will be scheduled within a reasonable time frame, depending on availability and the customer's location.

8. Refunds, Cancellations, and Dispute Resolution

- **Return Policy:** Products under the VEU program may be subject to specific return policies governed by the program itself.
- **Cancellation of Service:** Customers may cancel installation services under VEU guidelines within a specified window. Cancellations outside this window may incur charges.
- **Refund Procedure:** If you are seeking a refund, please follow the **Dispute and Resolution Information Process** outlined below:

Step One – Contact Details to Lodge Your Formal Complaint

- **Email:** upgrade@planetgreenaustralia.com.au
- **Phone:** 1300 515 467 (Monday to Friday, 9am to 5pm, excluding public holidays)

Step Two – Acknowledge Complaint Within 5 Business Days

- We will acknowledge your complaint within 5 business days via email or provide a reference number if you contact us by phone.

Step Three – Resolution Within 20 Business Days

- We will assess the complaint and resolve it within 20 business days, or sooner if possible. If the matter requires further information, we will contact you promptly.
- If you are not satisfied with our resolution, you may refer your complaint to the relevant authorities:
 - **Essential Services Commission (VEU Program):**
veu@esc.vic.gov.au | 03 9032 1300
 - **Australian Competition & Consumer Commission:** 1300 302 502
 - **Consumer Affairs Victoria:** 1300 558 181

9. Limitation of Liability

- **Planet Green Australia** is not responsible for any indirect or consequential losses arising from the use of products or services, except as required by law or under the VEU program.
- We disclaim any liability for damages resulting from the installation of products or services if they are misused or incorrectly maintained by the customer.

10. Privacy and Data Protection

- As part of our services, we collect and process personal data according to our **Privacy Policy**. All customer information will be handled securely in compliance with the Australian Privacy Principles (APPs) and relevant legislation.

11. Modifications to Terms

- We may update these Terms and Conditions to reflect changes in services, the VEU program, or applicable laws. Customers will be notified of such changes, and continued use of the site indicates agreement to the updated terms.

12. Governing Law

- These Terms and Conditions are governed by the laws of the State of Victoria, Australia. Any disputes arising will be subject to the jurisdiction of the relevant courts in Victoria.

13. Contact Information

- For questions or issues related to the Terms and Conditions, customers can contact **Planet Green Australia** at the provided contact details