

Terms & Conditions

These Terms & Conditions govern your use of the website of Straya Energy Pty Ltd (ACN 700 470 631, ABN 72 700 470 631) and, where applicable, the supply of goods and services by Straya Energy By accessing the Site or engaging our services, you agree to be bound by these Terms. If you do not agree, kindly do not use the Site or engage our services.

1. About Us

Straya Energy Pty Ltd (ACN 700 470 631)

ABN 72 700 470 631

Registered office: 45 Linden Avenue, Ivanhoe VIC 3079

Straya Energy supplies and installs heat pump hot water systems, solar and battery systems, and air conditioning for homes and businesses in Victoria. Where you are eligible, we help you access discounted energy-efficient upgrades under the Victorian Energy Upgrades (VEU) program and manage the associated program paperwork on your behalf.

VEU rebates and incentives are handled by our accredited program partner, Go Green Aus Pty Ltd (ABN 60 643 185 406), trading as Go Green Australia, which is the Accredited Person under the VEU program for the upgrades we install.

2. Website Use

- Content on this Site is provided for general information purposes only and does not constitute professional or financial advice
- You must not misuse the Site, including by introducing malicious code, attempting unauthorised access, or copying or reproducing content without our permission
- All content, trademarks, logos and materials on the Site are owned by or licensed to Straya Energy and are protected by Australian copyright and trademark law
- You may view and print pages from the Site for your own personal, non-commercial use only

3. Quotes, Orders and Pricing

- Quotes provided are estimates only and may vary based on a site inspection, property characteristics, and confirmed VEU eligibility
- All prices are in Australian Dollars (AUD) and include GST unless stated otherwise
- A quote is not a guarantee of VEU eligibility or a specific rebate amount — eligibility is subject to the rules of the applicable program and confirmation at the time of installation
- We reserve the right to decline or cancel an order where eligibility cannot be confirmed, where a property is unsuitable, or for any other reasonable business reason

4. Deposits, Payment and Cancellation

- Deposit and payment terms are set out below and are confirmed in your quote or order confirmation
- A deposit of 10% of the total quoted price (including GST) is payable on acceptance of your quote for solar panel, solar battery and air conditioning installations. The balance is payable on completion of the installation
- No deposit is payable for heat pump hot water system installations — payment is due on completion of the installation

- If you cancel within 24 hours of accepting your quote, your deposit is refunded to you in full
- If you cancel more than 24 hours after accepting your quote, a cancellation fee of \$200 applies and the balance of your deposit is refunded to you
- If you need to cancel or reschedule a booked installation, please give us at least 24 hours' notice. Changes made with less notice are dealt with on a case-by-case basis
- You may have cancellation and cooling-off rights under the Australian Consumer Law and, where applicable, under VEU program rules — these rights are in addition to, and not limited by, this clause

5. Installation and Product Warranties

- Installation services are carried out by licensed and/or certified technicians in accordance with applicable Australian Standards
- Products supplied carry the manufacturer's warranty; installation workmanship is covered by our own workmanship warranty as set out in your order confirmation or contract
- Our workmanship warranty covers our installation work for 3 years from the date of installation for heat pump hot water systems, and 5 years from the date of installation for solar panels, solar batteries and air conditioning
- The workmanship warranty covers defects in our installation work. It does not cover the products themselves (which are covered by the manufacturer's warranty), fair wear and tear, damage caused by misuse or by alteration or repair carried out by anyone other than us, or faults arising from your existing plumbing, wiring or building structure
- To make a workmanship warranty claim, contact us using the details in clause 12 with your order details and a description of the issue
- Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right or remedy under the Australian Consumer Law that cannot lawfully be excluded

6. Victorian Energy Upgrades (VEU) Program

Where a purchase involves the VEU program, the discount is delivered through our accredited program partner, Go Green Aus Pty Ltd trading as Go Green Australia ("Go Green"), which acts as the Accredited Person under the program. You will be required to sign program documentation confirming your eligibility and assigning any Victorian Energy Efficiency Certificates (VEECs) generated by the upgrade to Go Green. Straya Energy will explain these documents to you before you sign them.

Rebate values and eligibility criteria are set by the Victorian Government and its program administrator and may change without notice. Neither Straya Energy nor Go Green guarantees the availability or amount of any rebate. Your eligibility is confirmed at the time of installation.

7. Limitation of Liability

To the maximum extent permitted by law, Straya Energy's liability for any loss or damage arising from your use of the Site or our services is limited to the resupply of the relevant services or the cost of having those services resupplied, except where such limitation is not permitted under the Australian Consumer Law.

We are not liable for any indirect, incidental or consequential loss arising from your use of the Site, including loss of profits or data, except to the extent such liability cannot be excluded by law.

8. Links to Other Websites

Our Site may contain links to third-party websites. We do not endorse and are not responsible for the content, accuracy, or practices of any linked third-party site.

9. Indemnity

You agree to indemnify Straya Energy, its officers, employees and contractors against any loss, damage, cost or expense arising from your misuse of the Site or breach of these Terms, to the extent permitted by law.

10. Governing Law

These Terms are governed by the laws of Victoria, Australia. Any dispute arising from these Terms will be subject to the exclusive jurisdiction of the courts of Victoria.

11. Changes to these Terms

We may update these Terms from time to time. The updated version will be posted on our website with a revised "last updated" date. Continued use of the Site or our services after changes are posted constitutes acceptance of the updated Terms.

12. Contact Us

Phone: 0424 446 573

Email: info@strayaenergy.com.au

Business address: 45 Linden Avenue, Ivanhoe VIC 3079

Website: strayaenergy.com.au

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