

Emerald Solar Solutions

Comprehensive Terms & Conditions

1. Deposit

A deposit is required before project commencement to reserve an installation date, begin system design, order equipment and cover administrative costs. The deposit will be credited against the final contract price unless otherwise stated.

2. Cancellation

If the customer cancels on the scheduled day of installation, the deposit paid may be forfeited and may result in the full loss of the deposit. Cancellations made before installation may be subject to reasonable costs already incurred, where permitted by the signed agreement and applicable law.

3. Installation Scheduling

Installation dates are estimates only and may change due to weather, supplier delays, grid operator requirements, safety concerns or other events outside the company's reasonable control.

4. Site Access

The customer must provide safe and unrestricted access to the property, roof, electrical equipment and work areas throughout the installation.

5. Variations

If hidden defects or unforeseen site conditions require additional labour or materials, the company will provide a quotation for approval before carrying out extra work where practicable.

6. Customer Responsibilities

The customer confirms authority to approve the works, will disclose known site issues, and will ensure pets, valuables and obstacles are removed from work areas.

7. Payment Terms

Payment shall be made according to the agreed quotation. Any outstanding balance is due upon the agreed payment milestone. Late payments may incur charges where permitted by law.

8. Permits and Grid Connection

Applications for permits and utility approvals may be required. Approval timeframes are controlled by third parties and cannot be guaranteed.

9. Warranties

Manufacturer warranties apply to equipment. Emerald Solar Solutions provides a workmanship warranty for the installation period specified in the signed agreement, subject to exclusions for misuse, alterations or external damage.

10. Performance

Estimated energy production figures are estimates only and depend on weather, shading, maintenance, equipment performance and electricity usage patterns.

11. Health and Safety

The company may suspend or postpone work if unsafe site conditions exist until hazards are rectified.

12. Limitation of Liability

The company is not liable for delays or losses caused by severe weather, utility outages, government actions, supplier shortages or other circumstances beyond its reasonable control, except where liability cannot legally be excluded.

13. Privacy

Customer information will be used only for providing the requested products and services and for legal or regulatory compliance.

14. Governing Agreement

The signed quotation, contract and these terms form the agreement between the parties. If any provision is unenforceable, the remaining provisions remain in effect.

Customer Acknowledgement

By signing the agreement and paying the required deposit, the customer confirms they have read, understood and accepted these Terms and Conditions.