

Updated Terms & Conditions for the Christmas Credit Campaign

1. Campaign Overview

- The Christmas Credit Campaign is offered by Macarthur Solar to eligible customers who purchase a solar system between **November 25 and midnight December 24th, 2024**.
- Customers can receive **up to \$500 credit** toward their electricity bills upon meeting the outlined conditions.
- The campaign is limited to the **first 60 customers**, as noted on Macarthur Solar's website.

2. Eligibility Criteria

- The campaign is open to **new residential and commercial customers** purchasing a solar system from Macarthur Solar during the promotional period.
- Systems must be purchased and installed to qualify for the credit.
- Customers must act within **7 days of receiving a proposal** to secure their \$500 credit.
- This promotion is not applicable to system upgrades, maintenance, or other non-installation services.

3. Credit Breakdown

- The credit amount is determined by the size of the solar system purchased:
 - Systems up to 8kW: Receive a **\$350 electricity credit**.
 - Systems 8kW or larger: Receive a **\$500 electricity credit**.
- The credit will be issued to eligible customers after the successful **installation, activation, and completion of the transfer to Macarthur Energy**.
- Credit will be applied directly to the customer's Macarthur Energy account over one or multiple billing cycles.

4. Conditions for Receiving the Credit

- This promotion is available exclusively to **new customers purchasing solar and switching their electricity account to Macarthur Energy**.
- Credits are non-transferable, cannot be redeemed for cash, and cannot be applied to other accounts.
- Customers are required to remain with Macarthur Energy for a minimum of **12 months** to retain the Christmas Credit. Customers who leave Macarthur Energy within this period will forfeit the credit.
- If a customer cancels their solar purchase or electricity account before the credit is fully applied, any remaining credit will be forfeited.

- Customers are responsible for ensuring all documentation and requirements (e.g., electricity account transfer) are completed in a timely manner to qualify.

5. **Installation Timeline**

- Installations must be scheduled within **6 months** of purchase to qualify.
- Delays or rescheduling beyond this period may forfeit eligibility for the credit.
- Macarthur Solar is not responsible for delays caused by circumstances beyond its control, including **weather, supply chain disruptions, or force majeure events**.
- In the event of delays caused by force majeure, Macarthur Solar will notify customers promptly and provide an updated timeline for installation.

6. **Exclusions**

- Customers who cancel their solar system purchase or fail to complete the installation process are not eligible for the credit.
- The offer is not valid in conjunction with other promotions or discounts unless expressly stated by Macarthur Solar.
- This promotion is available only to customers within Macarthur Solar's serviceable regions.

7. **Solar System Requirements**

- The offer applies to solar systems purchased with Macarthur Solar's **recommended equipment and configurations**.
- Custom or third-party systems may not qualify for the promotion.

8. **Taxes and Fees**

- The credit is inclusive of any applicable taxes or fees that may be incurred by the customer.

9. **Privacy Clause**

- Customer information collected during this promotion will be used solely for the purposes of processing their solar purchase and energy account setup, in accordance with Macarthur Solar's privacy policy.

10. **Dispute Resolution**

- Any disputes regarding the Christmas Credit Campaign will be resolved in accordance with the terms and conditions of Macarthur Solar's service agreement.

11. **Fair Usage Clause**

- Macarthur Solar reserves the right to deny eligibility if it is determined that the customer is attempting to exploit the promotion by providing false or misleading information.

12. **Contact Information**

- For further inquiries about the Christmas Credit Campaign, please contact:
- Email: **info@macarthsolar.com.au**
- Phone: **02 4606 2969**