

## PRIVACY POLICY

www.affordablesolarsolutions.melbourne respects the confidentiality of our customers and takes its obligations under privacy law seriously. The appropriate measures have been taken to ensure that your personal information is respected and kept confidential. The personal information collected from you on this website is used solely in relation to your transactions with www.affordablesolarsolutions.melbourne and is never shared with other organisations.

We use the information we collect about you to process sales on the site and to offer services and products to you. We collect information about where your entry to our site originated from, to assist our marketing. We may offer you other www.affordablesolarsolutions.melbourne products or services we believe will interest you.

We may also share your data with third parties such as financial bodies, credit card companies, and shipping companies in order to process transactions.

Cookies are used in the www.affordablesolarsolutions.melbourne online shopping system. They are mainly used to keep track of the items purchased within the online shopping system and to ease the shopping process. These cookies are only kept within the session when you are using the online shopping system. They are automatically removed from your PC as soon as you close your browser.

No credit card number is stored in the system. The credit card details will be passed to the payment gateway as soon as it has been collected.

www.affordablesolarsolutions.melbourne may release account information when we believe, in good faith, that such release is reasonably necessary to:

- Comply with the law,
- Enforce or apply our user agreements or
- Protect the rights, safety, or property of www.affordablesolarsolutions.melbourne, our users, or others.

By using our Web site, you consent to the collection and use of this information by. If we decide to change our privacy policy www.affordablesolarsolutions.melbourne, we will post those changes, so that you are always aware of what information is collected, how we use it, and under what circumstances we disclose it.

We may communicate with you by posting notices on this site or by e-mail. You agree that all communication that we provide to you electronically satisfy any legal requirement and that such communication be in writing. We will provide you with an option to decline these updates.

We will not be liable for any disclosure of your personal information to any third party, not authorised under this agreement which was beyond our control.

### 1. Returns Policy

At [www.affordablesolarsolutions.melbourne](http://www.affordablesolarsolutions.melbourne) we understand the need to have goods that are delivered on time and perform as described. We have been careful to provide you with sufficient information to enable you to come to a confident buying decision.

## 2. Secure Payments

We accept Visa and MasterCard credit card payments. When you send us your personal information including credit card information we encrypt these details to protect them from unlawful access. To purchase from us over the Internet you must be over 18 years old.

## 3. Faulty goods

Products carry a 14 day warranty. If you have purchased a product from us and it shows a fault; please contact us at [www.affordablesolarsolutions.melbourne](http://www.affordablesolarsolutions.melbourne) giving us the detail of your complaint, date of purchase etc. If the fault is inherent in the goods, we will arrange to have the item repaired or replaced. This guarantee does not affect your statutory rights. If the product is not suitable, you have 14 days to tell us. If you contact us within the 14 days we will issue a return authorisation and once we receive the product, we will refund the purchase price as long as the product is in new and unworn condition.

## 4. Your Order

We will confirm your order shortly after it is placed. We then send your order to be dispatched. We aim for 2 working days to dispatch, however, depending on where you are in the world; some orders may take up to 21 days to arrive. All orders are subject to availability.

## 5. Return & Replace Guarantee

If you receive your order and find you must exchange it for a different size; you can send it back, providing the item is not received in a damaged condition and is deemed by [www.affordablesolarsolutions.melbourne](http://www.affordablesolarsolutions.melbourne) quality control staff to be in 'As New' condition.

In the event of a customer wishing to return any goods to [www.solarbright.com.au](http://www.solarbright.com.au) as bought on this site, [www.affordablesolarsolutions.melbourne](http://www.affordablesolarsolutions.melbourne) will only accept such products if they are received by us within 14 days, are of a quality that can be on sold as if new and such acceptance by [www.affordablesolarsolutions.melbourne](http://www.affordablesolarsolutions.melbourne) shall only raise a credit available for exchange on other goods provided by [www.affordablesolarsolutions.melbourne](http://www.affordablesolarsolutions.melbourne). You must pay the postage of such returns.

## 6. Receiving your order

If your order shows any physical damage, please acknowledge this and sign "received damaged" and email us on [www.affordablesolarsolutions.melbourne](http://www.affordablesolarsolutions.melbourne) to notify us immediately.

## 7. Your Account

Our system will hold details of your account and sales transactions with us and they may be viewed only with your username and password.

## 8. Contact

Should you wish to discuss any security or issue regarding these terms please contact  
[www.affordablesolarsolutions.melbourne](http://www.affordablesolarsolutions.melbourne)

## 9. Shipping

Freight & Handing costs are calculated at the time of purchase. Australian Deliveries - Delivery is Free for installed systems. Systems only supply - excluded as part of the cost unless specifically quoted. To be confirmed by company for each order.

International Deliveries - Freight is charged on all international deliveries within our designated delivery zones. The amount charged is calculated for each international delivery and depends on the destination.