

Customer Feedback Process

In assisting PureGen to offer an industry leading service, we welcome all feedback (good and bad). If your feedback means that we didn't meet your expectations, we have committed to this process to address any unresolved issues.

To date PureGen Energy has prevented any customer dissatisfaction by providing excellent customer service and quality products and services. However, we are committed to handling any complaints quickly, seriously and confidentially.

PureGen Energy aims to comply with the Clean Energy Council Solar PV Retailer Code of Conduct and to act ethically and be responsive to customers. A key part of this is a complaints process that enables us to deal fairly and efficiently with customer issues and complaints. If customers are dissatisfied with any aspect of the sales or install process, they can provide a complaint to the signatory.

All staff will be trained and made aware of our Customer Complaints Process to ensure all complaints are dealt with consistently and efficiently.

If customers are dissatisfied with any aspect of the sales or installation process, contact us on 1300 85 99 20, or email our General Manager MD@puregen.com.au or through the 'contact us' form on our website.

PureGen Energy will discuss the issue with you and provide service and/or information to resolve the problem immediately if possible. If the problem cannot be resolved immediately, we will take steps to ensure it is resolved as quickly as possible.

We will appoint a company representative to take personal responsibility to address your complaint and to contact you with information on the progress of the investigation. The appointed company representative will immediately take action to resolve the complaint by communicating with you that the investigation has started and the expected timeframe for resolution. The representative will also be available for you to contact during the course of the complaint process.

We will provide feedback on the outcome of complaints within 21 days of receipt. If additional time is required:

- i) The customer will be informed of the need for more time to complete investigation.
- ii) The investigation must be completed within 45 days of receipt of the complaint.

If a customer remains dissatisfied with the outcome of a complaint and Springers Solar has made every reasonable effort to resolve the complaint to the satisfaction of all parties, further steps may be necessary.

PureGen Energy will provide the customer with the appropriate contact details for escalating the complaint either internally or externally to the relevant state or territory industry consumer protection organisation, as an independent dispute resolution body.

Whilst we aim for absolute customer satisfaction at all times and regret any inconvenience caused, we appreciate that customer complaints enable us to identify and resolve any issues with products and service and constantly improve our levels of service and quality.

If you have any questions or concerns about our Customer Complaints Process, please contact PureGen Energy on 1300 85 99 20.

<p>www.puregen.com.au info@puregen.com.au</p>	<p><i>Simplifying your Solar</i></p> <p>ph: 1300 85 99 20 13 Barons Cres Hunters Hill NSW 2110</p>	<p>ABN 95 135 274 663</p>
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