

Aus Solar Kits

Frequently Asked Questions – Policy Summaries

Version Date: 24 April 2025

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Privacy Policy

- ☐ Q: What personal information do you collect?
- ☐ A: We collect your name, contact details, delivery address, and order information when you purchase from us.
- ☐ Q: Do you share my personal data?
- ☐ A: We only share your data with trusted partners like payment processors and freight providers to complete your order. We never sell or rent your information.
- ☐ Q: Is my information secure?
- ☐ A: Yes. We use secure systems and comply with Australian privacy laws.
- ☐ Q: Can I opt out of marketing emails?
- ☐ A: Absolutely. You can unsubscribe at any time.
- ☐ Q: Who do I contact with privacy questions?
- ☐ A: Email us at admin@aussolarkits.com.au.

Terms and Conditions

- ☐ Q: How do I place an order?
- ☐ A: Simply place your order online. We'll confirm it and arrange the pickup with you.
- ☐ Q: Are prices inclusive of tax?
- ☐ A: Yes, all prices include GST unless otherwise stated.
- ☐ Q: What happens if something goes wrong with my product?
- ☐ A: You are protected under Australian Consumer Law. We'll repair, replace, or refund items with major faults.
- ☐ Q: Where are legal disputes resolved?
- ☐ A: All disputes are handled under Queensland law.
- ☐ Q: Who do I contact about the terms?
- ☐ A: Email admin@aussolarkits.com.au for any enquiries.

Refund and Return Policy

- ☐ Q: Can I return a product if I change my mind?
- ☐ A: Yes, within 21 days of delivery, as long as the product is unused, in original condition, and in original packaging. A 20% restocking fee applies, and you'll need to cover return freight.
- ☐ Q: What if the item is faulty or damaged?
- ☐ A: We'll repair, replace, or refund it. Contact us within 7 days of delivery to get started.
- ☐ Q: Are all items returnable?

- A: Not all. Used items, custom orders, and clearance products cannot be returned unless faulty.
- Q: How do I return something?
- A: Email us at admin@aussolarkits.com.au with your order number and reason for return.

Shipping and Pickup Policy

- Q: Do you offer delivery?
- A: We arrange pickups only, based on your installation schedule.
- Q: Where can I pick up my order?
- A: Either from our main warehouse or the closest participating wholesaler depot.
- Q: How long until my order is ready?
- A: Most orders are ready in 1 to 7 business days. We'll coordinate with you directly.
- Q: What do I need to bring for pickup?
- A: Bring your order confirmation and valid ID. If someone else is collecting, let us know in writing beforehand.
- Q: What if I miss my pickup?
- A: Let us know 24 hours ahead to reschedule. Missed pickups without notice may incur a handling fee.