
REFUND POLICY

1. What We're About

Solar Point Pty Ltd ("we" / "us" / "Solar Point") genuinely cares about the people we work with. Our goal is straightforward: to provide great solar products and a smooth, hassle-free service from start to finish. If something hasn't gone to plan, we're here to make it right.

2. Getting in Touch About a Refund

- 2.1 If you'd like to request a refund, there are a few easy ways to reach us:
- 2.1.1 Drop us an email – either to the Solar Point team member who handled your quote, or to our general inbox at info@solarpoint.com.au;
 - 2.1.2 Give us a call on 1300 765 279; or
 - 2.1.3 Send a letter addressed to the "Refunds Officer" at: Solar Point Pty Ltd, Unit-6 163 Prospect Hwy, Seven Hills NSW 2147, Australia

3. How We'll Pay Your Refund Back

- 3.1 Paid by credit card? No worries – we'll refund the full amount directly back to the card you used for the original purchase.
- 3.2 Paid by EFT, BPay, Cash, Cheque, or Money Order? We'll send your full refund by EFT to whichever bank account you nominate.
- 3.3 If you paid your deposit by credit card and it has been more than twelve (12) months since that payment was made, we'll arrange your full refund by EFT to a bank account you provide.

4. When to Expect Your Refund

- 4.1 We aim to have your refund sorted within one (1) business day of receiving your request – we know you don't want to be waiting around.
- 4.2 On occasion, it may take a bit longer to get everything processed. This can happen when: (a) the credit card used for payment has since been cancelled or lost, or the refund is declined on our payment system; (b) we need to process the refund manually via the Westpac Merchant Helpdesk, which generally takes around ten (10) working days.

5. Keeping This Policy Up to Date

- 5.1 We'll check in on this Refund Policy from time to time to make sure it stays current and continues to reflect the way we operate.

Last updated 29 June 2026