



Warranty & Guarantee Policy

Manufacturer Warranty

- Green User ensures that customers upgrading with VEU-approved products receive the protection of the "Manufacturers' Warranty" from the respective manufacturers or suppliers.
- The terms and conditions outlined in these warranties, voluntarily offered by manufacturers, are followed by Green User to guarantee alignment with the manufacturers' commitments.
- All Warranty Statements from manufacturers are systematically collected and stored in Green User records. These documents cover every product and service sold by Green User, offering a clear explanation of the warranty terms and conditions.
- For ESC approved products in the Product Registry, Green User strictly follows the "Manufacturer's Warranty Statements" provided by its suppliers. These statements clearly communicate the warranty terms and conditions set by manufacturers.
- Green User commitment is to ensure that manufacturers and suppliers fulfill their warranty promises.

Consumer Guarantee

In addition to the manufacturers' warranties mentioned earlier, Green User is committed to providing a "Consumer Guarantee" to its customers. This guarantee serves as an extra layer of assurance, further enhancing the protection and satisfaction of our consumers.

Green User aims to uphold high standards and ensure that our customers receive products and services that meet their expectations and are free from defects. This additional Consumer Guarantee reflects our dedication to customer satisfaction and reinforces our commitment to delivering reliable and quality solutions.

In the case of a major failure, such as failure or safety issues, Green User Pty Ltd offers the customer the following options:

- An identical VEU approved replacement, if available
- Immediate notification to the manufacturer of the incident
- A full refund if the issue is not resolved in accordance with the law.

The customer chooses their preferred option, and Green User Pty Ltd takes responsibility for addressing the warranty claim with the manufacturer following outlined procedures.

When a minor issue arises with a product or service, Green User is committed to providing customers with the following options:

- Green User will offer customers the choice of receiving an identical replacement that is VEU approved, whenever possible.
- Customers have the option for Green User to promptly repair the product, ensuring a quick resolution to the minor issue.
- Green User will promptly inform the manufacturer of any minor issues, facilitating collaboration to address and resolve the concern effectively.

In both major and minor cases, Green User Pty Ltd strives to replace products with identical ESC approved products, ensuring that the upgrade aligns with the documented specifications.

Refund

Green User promptly addresses any after-sales service issues related to products and installations as they arise.

In the event of a consumer refund request, Green User notifies both the product supplier/manufacturer and the installer, furnishing detailed reasons for the refund request.

- Refund claims undergo a comprehensive evaluation through consultations with the product supplier/manufacturer and the installer.
- The assessment aims to uncover the underlying reasons prompting the refund request.
- Green User pledges to resolve refund claims, whether accepted or rejected, within 21 working days from the formal request date received from the consumer.
- Green User initiates refund claims on the product manufacturer/supplier and/or the installer, considering the outcomes of discussions with both parties.

- Penalties may be imposed in instances of recurring installation-related issues leading to refund requests.
- Upon approval of a refund claim, Green User commits to surrender the VEECs associated with the upgrade activity to the ESC, supported by proper documentation and explanations.