

With Aurora it's not just OK, it's **AOK.**

If it's a job done by Aurora Preferred Renewable Energy Suppliers, it's done right or it's fixed.

These days it's hard to get a guarantee that's actually worth the paper it's written on. But this one is, so keep it safe just in case it's needed. AOK is the short name we give to the Aurora Customer Service Guarantee. It's also your assurance of a top job every time.

Here's why it's AOK.

If you are an Aurora Energy customer the Aurora AOK Guarantee applies to the quality of the installation job conducted by our Aurora Preferred Renewable Energy Suppliers. Aurora guarantees that the installation job will be done properly, and if not, Aurora will arrange for remedial work to fix the problem. The AOK Guarantee does not however, replace any manufacturer's warranty. If there is a problem with the appliance itself you will need to make a claim under your warranty directly against the manufacturer. You should ensure that you still receive a manufacturer's warranty for the appliance from our Aurora Preferred Renewable Energy Suppliers.

Your AOK Guarantee is valid from the date of your invoice and/or receipt from our Aurora Preferred Renewable Energy Suppliers so please retain these records along with your manufacturer's warranty. While you are an Aurora customer the AOK Guarantee stays in effect for a minimum of twelve months after the installation date*. However, if a problem arises within a reasonable time beyond that date, Aurora will guarantee to investigate the complaint.

What to expect from our Aurora Preferred Renewable Energy Suppliers.

- Our Aurora Preferred Renewable Energy Suppliers will offer sufficient information and advice to help you make an informed decision. This should include an inspection of your premises and a face-to-face presentation.
- Our Aurora Preferred Renewable Energy Suppliers will be courteous and professional in their dealings with you.
- Our Aurora Preferred Renewable Energy Suppliers will ensure that all relevant manufacturer's warranties are in place.
- The installation of your renewable energy system should be of the standard and expectation that was promised by our Aurora Preferred Renewable Energy Suppliers at the time of consultation.
- Our Aurora Preferred Renewable Energy Suppliers will be responsible for installation faults and must act upon your behalf when resolving disputes with a subcontractor.



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*Disclaimer: If you change to another retailer during the twelve month period, the AOK guarantee will lapse upon the date your transfer takes effect.

What to do if you are not satisfied.

Step 1: Contact our Aurora Preferred Renewable Energy Suppliers and register your complaint with them. They will ascertain whether your complaint is valid (you may not be operating the appliance correctly) or whether it is something that is covered by the manufacturer's warranty. Our Aurora Preferred Renewable Energy Suppliers must respond to your complaint within 7 days.

Step 2: If there is no resolution between you and our Aurora Preferred Renewable Energy Suppliers, call Aurora on **1300 13 2003** (residential) or **1300 13 2045** (business). An Aurora consultant will register your complaint and investigate it with our Aurora Preferred Renewable Energy Suppliers. If the dispute still cannot be resolved, an independent arbitrator appointed by Aurora will undertake an inspection to validate your claim.

Step 3: If your complaint is validated, Aurora will arrange remedial work up to the value of your initial installation (by different Aurora Preferred Renewable Energy Suppliers if necessary) to ensure your complete satisfaction.

Required standard of service.

The performance of Aurora Preferred Renewable Energy Suppliers is measured against the following standards:

1. Advice and information to help you make an informed decision

- Face-to-face advice from professional staff.
- Assistance in identifying your renewable energy system requirements (including a site visit).
- Suggestions for renewable energy system solutions best suited to your needs, with any limitations explained.
- Explanation of installation costs (including system costs, delivery and installation costs).

2. Appliance warranty and repairs

- The AOK Guarantee does not replace any manufacturer's warranty. If there is a problem with the appliance you need to make a claim under your warranty for the appliance.

3. Service qualities

- Aurora Preferred Renewable Energy Suppliers will be courteous, friendly and efficient in all their dealings with you.
- Aurora Preferred Renewable Energy Suppliers will respect your privacy, and treat your personal information with care.
- Aurora Preferred Renewable Energy Suppliers will use plain English in their documents and in their contact with you.
- When Aurora Preferred Renewable Energy Suppliers visit you, they will respect your premises and ensure it is left in the same state as when they arrived.

- Your renewable energy system will arrive at an agreed time, or you will receive a telephone call explaining the reason for the delay and arrangements will be made for another convenient delivery time.

4. After sales service

- Aurora Preferred Renewable Energy Suppliers must make all efforts to gather, keep records of, and act on customer feedback.
- Aurora Preferred Renewable Energy Suppliers must have a system for resolving customer complaints/dissatisfaction within 7 days.
- Aurora Preferred Renewable Energy Suppliers must follow-up and act upon customers' behalf when a subcontractor causes the dissatisfaction.

5. Professional staff

- Staff will be adequately trained and accredited (having successfully completed Aurora's Accreditation Program).
- Any staff who visits your home to assist you in determining your renewable energy requirements or to install equipment will carry appropriate identification.
- Staff will be familiar with Aurora Energy tariffs, standards and procedures.

If you have had any problems with Aurora Preferred Renewable Energy Suppliers, call Aurora Energy **1300 13 2003** for residential or **1300 13 2045** for business – we will assess your complaint against these service levels and endeavor to resolve the problem quickly and effectively.



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