

# With *Aurora* it's not just OK it's **AOK**

**“If it’s a job by an Aurora Preferred Supplier  
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 customer\* the Aurora AOK Guarantee applies to the quality of the installation job conducted by your Aurora Preferred Supplier. Aurora guarantees that the 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 therefore that you still receive a manufacturer’s warranty for the appliance from your Aurora Preferred Supplier.

Your AOK guarantee is valid from the date of your invoice and/or receipt from your Aurora Preferred Supplier (so please also 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 your Aurora Preferred Supplier

- your Aurora Preferred Supplier must offer sufficient information and advice to help you make an informed decision. In most cases this should include an inspection of your premises and a face-to-face presentation;
- your Aurora Preferred Supplier must be courteous and professional in their dealings with you;
- your Aurora Preferred Supplier must ensure that all relevant manufacturers’ warranties are in place;
- the installation and performance of your electric heating and cooling, gas heating, hot water and cooking appliances should be of the standard and expectation that was promised by your Aurora Preferred Supplier at the time of consultation;
- your Aurora Preferred Supplier will be responsible for after sales service and must act upon your behalf when resolving disputes with a subcontractor or manufacturer/service agent.



Full details and conditions are on the back of this leaflet.

Aurora Energy Pty Ltd ABN 85 082 464 622

## What to do if you are not satisfied:

**STEP 1:** Contact your Aurora Preferred Supplier 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. An Aurora Preferred Supplier must respond to your complaint within 7 days.

**STEP 2:** If there is no resolution between you and your Preferred Supplier, call Aurora on **1300 13 2003** for residential or **1300 13 2045** for business. An Aurora consultant will register your complaint and investigate it with your Preferred Supplier. 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 a different Preferred Supplier if necessary) to ensure your complete satisfaction.

## Required standards of service.

The performance of Aurora Preferred Suppliers (APS) is measured against the following standards:

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

- Face-to-face advice from professional staff.
- Adequate in-store signage of products to help you find what you need.
- Assistance in identifying your electric heating and/or cooling appliances (including a home visit if required).
- Suggestions for methods of electric heating and/or cooling which are best suited to your needs, with any limitations explained.
- Explanation of your electric heating and/or cooling costs (including appliance costs, delivery and installation costs and running costs).

### 2. Appliance warranty and repairs

- Your electric heating and/or cooling appliances will be backed by a manufacturer's warranty.
- The retailer will assist you organise warranty claims or repair of heating, hot water and cooking appliances when you contact them with a problem.

### 3. Service qualities

- APS will be courteous, friendly and efficient in all their dealings with you.
- APS will respect your privacy, and treat your personal information with care.
- APS will use plain English in their documents and in their contact with you.
- When an APS visits you at home, they will respect your home and ensure it is left in the same state as when they arrived.

- Your electric heating and/or cooling appliances 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

- APS must make efforts to gather, keep records of, and act on your feedback.
- APS must have a system for resolving your complaints/dissatisfaction within 7 days.
- APS must follow-up and act upon your behalf when a subcontractor or manufacturer/service agent causes the dissatisfaction.

### 5. Professional staff

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

If you have had a problem with an APS, call Aurora Energy on **1300 13 2003** for residential or **1300 13 2045** for business – we will assess your complaint against these service levels and endeavour to resolve the problem quickly and effectively.

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