

### Introduction

These Terms and Conditions apply to promotional offers and marketing communications issued by Business Channel Australia Pty Ltd t/a Opt Energy (“Opt Energy”) in relation to products and services provided under the Victorian Energy Upgrades (VEU) program.

### Indicative Pricing

Any pricing referenced in marketing communications (including SMS, advertisements, or online content):

- Is indicative only and provided as a general guide
- May be expressed as “from \$X” and does not represent a fixed or final price
- Is subject to change based on various factors outlined below

### Eligibility Requirements

All offers are subject to eligibility under the VEU program and Opt Energy requirements, including but not limited to:

- Property type and condition
- Existing equipment and configuration
- Location and accessibility
- Customer eligibility under relevant government programs
- Site Assessment

### Site Assessment and Final Quote

- A site assessment may be required to determine suitability and installation requirements
- A final quote will be provided to the customer prior to any work being undertaken
- Customers are under no obligation to proceed until the quote is accepted

### Additional Costs

Additional costs may apply depending on:

- Installation complexity
- Electrical or structural requirements
- System upgrades or modifications
- Any additional costs will be clearly communicated in the final quote

### Government Incentives and Rebates

Pricing may include applicable incentives under the VEU program

Incentives are subject to:

- Government eligibility criteria
- Availability at the time of installation
- Regulatory or program changes
- Opt Energy does not guarantee the availability or amount of incentives

### Product and Installation Variability

- Product specifications, brands, and configurations may vary
- Installation requirements differ between properties
- Images and descriptions in marketing materials are for illustrative purposes only

### No Misleading Representations

Opt Energy aims to ensure all marketing is accurate and not misleading. However:

- Marketing materials are intended to provide general information only.
- Customers should rely on the final quote and documentation provided.

### Changes to Offers

Opt Energy reserves the right to modify or withdraw offers at any time.

Pricing and availability may change due to market conditions, including changes in VEEC pricing.

### Contact and Further Information

To obtain further information or request a detailed quote:

- For SMS communications, customers may reply to the message to express interest;
- For online advertisements, customers may complete a digital enquiry form;

Following this, a representative from Opt Energy will contact the customer to discuss requirements and provide a detailed quote.

Customers are under no obligation to proceed until a formal quote has been provided and accepted.

**Effective Date:** 01 April 2026