

Date: 19/07/2026

Refund & Cancellation Policy

1. Purpose and scope

This policy explains how Unwind Data & AI Pty Ltd handles cancellations, change of mind, and refunds for upgrades delivered under the Victorian Energy Upgrades (VEU) program. It applies to all consumers who engage us for a VEU activity.

2. How VEU pricing works

Most VEU upgrades have no upfront cost: the value of the Victorian Energy Efficiency Certificates (VEECs) created by your upgrade is assigned to us in exchange for a discount on the installation.

- A regulated minimum co-payment (from \$200, depending on the system installed) is payable by you. This co-payment is required by the Essential Services Commission (ESC) and cannot be waived or paid on your behalf.
- Any refund under this policy relates to amounts you have actually paid us — typically the co-payment or any deposit.

3. Cancelling before installation

- You may cancel at any time before installation begins, for any reason, at no cost.
- Any co-payment or deposit you have already paid is refunded to you in full.
- To cancel, contact us using the details in section 7. We will confirm your cancellation in writing.

4. Cooling-off rights

Where your agreement with us is an unsolicited consumer agreement under the Australian Consumer Law, you have a cooling-off period of 10 business days in which you may cancel without penalty. We will not begin work or take payment during any applicable cooling-off period unless you ask us to in writing.

5. Cancelling after installation has begun

- Once installation has started, product and labour costs have been incurred, so cancellation may be limited. Where work is only part-completed we will discuss a fair resolution with you.

- Once an upgrade is completed it cannot be returned, but your rights for faulty goods or services (section 6) continue to apply.

6. Faulty goods or services

- All installations are covered by the consumer guarantees under the Australian Consumer Law.
- Installed products carry a manufacturer's warranty of at least five (5) years against defects, as required by the VEU program.
- If a product is faulty, or work was not carried out with due care and skill, contact us and we will repair, replace, or refund as required by law and the applicable warranty.

7. How to request a cancellation or refund

- Contact us by phone on 0481 357 950 or by email at info@unwindai.com.au.
- We acknowledge every request within 2 business days.
- Approved refunds are paid to your original payment method within 10 business days.

8. If you are not satisfied

If you are unhappy with a cancellation or refund decision, our Dispute Resolution Framework sets out how to escalate the matter. If it remains unresolved you may contact the Essential Services Commission (www.esc.vic.gov.au) or Consumer Affairs Victoria.

Approved by:

Thomas Taresch – Director

Unwind Data & AI Pty Ltd