

Date: 19/07/2026

Sales Terms & Conditions

1. About these terms

These terms govern the supply of Victorian Energy Upgrades (VEU) services by Unwind Data & AI Pty Ltd (“we”, “us”, “our”) to you. They apply alongside the consumer contract and consent you sign before any work begins.

2. Our services

We arrange and deliver eligible VEU upgrades — such as high-efficiency reverse-cycle air conditioning and heat-pump hot water systems — using licensed, accredited contractors.

3. Eligibility and your responsibilities

- You provide accurate information to support your eligibility.
- You hold a Victorian electricity or gas account at the premises and provide safe access for installation.
- If you are renting, you obtain your landlord's permission; for fixed systems the landlord may need to be the claimant.

4. Quotes and pricing

We provide a written quote before work begins. Most upgrades have no upfront cost. A regulated minimum co-payment (from \$200, depending on the system) is payable by you and is required by the Essential Services Commission — it cannot be waived or paid on your behalf.

5. Assignment of certificates (VEECs)

In exchange for the discount, you assign to us the rights to create the Victorian Energy Efficiency Certificates (VEECs) for your activity. This assignment is how the program funds your benefit and is required to proceed.

6. Installation

Installation is scheduled by agreement and carried out safely and professionally. Timing may depend on product availability and site conditions.

7. Cancellation and cooling-off

You may cancel before work begins, and cooling-off rights may apply. Full details are in our Refund & Cancellation Policy.

8. Warranties and consumer guarantees

Installed products carry a manufacturer's warranty of at least five years, and the consumer guarantees under the Australian Consumer Law apply. See our Warranty Statement.

9. Privacy

We handle your personal information in accordance with the Privacy Act 1988 (Cth) and our Privacy Policy.

10. Complaints

If you have a concern, our Dispute Resolution Framework explains how to raise it. Unresolved matters may be referred to the Essential Services Commission.

11. Liability

To the extent permitted by law, our liability for a failure to comply with a consumer guarantee is limited to re-supplying the service or paying the cost of doing so. Nothing in these terms limits rights you have that cannot be excluded under the Australian Consumer Law.

12. Governing law

These terms are governed by the laws of the State of Victoria.

Approved by:

Thomas Taresch – Director

Unwind Data & AI Pty Ltd