

Terms & Conditions

Welcome to **Global Tours and Travel Pty Ltd** trading as **Brightnest Energy** (ABN 75 641 980 636).

By accessing or using our website **brightnestenergy.com.au**, engaging with our services, or purchasing our products, you agree to be bound by these Terms & Conditions.

If you do not agree with these terms, please do not use our website or services.

1. About Us

Brightnest Energy is a solar and battery retailer and installation company based in Melbourne, Victoria.

We specialise in the supply, design, and installation of solar power systems, battery storage, and energy solutions for residential and commercial customers.

Our registered office is located at:

1341 Dandenong Rd, Chadstone VIC 3148, Australia

2. Use of Our Website

You agree to use our website for lawful purposes only and in a way that does not infringe the rights of others or restrict their use of the site.

You must not:

- Use our site for fraudulent or malicious purposes;
- Attempt to gain unauthorised access to our systems or data;
- Distribute viruses, malware, or any harmful technologies; or
- Copy or reproduce website content without permission.

We reserve the right to restrict or terminate your access to the site if you breach these Terms.

3. Product and Service Information

We take reasonable care to ensure all product descriptions, specifications, images, and pricing on our website are accurate at the time of publication.

However, we reserve the right to make changes or updates at any time without prior notice.

All quotes provided by Brightnest Energy are valid for the period stated on the quotation.

Prices may vary due to supplier costs, installation conditions, or government policy changes.

4. Solar Rebates and Incentives

Brightnest Energy assists customers in applying for eligible solar rebates or government incentives.

However, final approval and payment of rebates are managed by third-party authorities (e.g., Solar Victoria or the Clean Energy Regulator).

We do not guarantee rebate approval or specific processing times.

It is the customer's responsibility to ensure accurate information is provided for all rebate applications.

5. Installation and System Performance

All installations are carried out by licensed electricians and accredited solar professionals in accordance with Australian Standards.

System performance may vary depending on factors such as:

- Roof orientation and shading;
- Weather conditions;
- Grid voltage fluctuations; and
- Energy consumption patterns.

While Brightnest Energy uses high-quality products and design practices, we cannot guarantee specific energy output levels due to these environmental and operational variables.

6. Warranties

Brightnest Energy provides warranties in accordance with Australian Consumer Law. Product warranties are provided by manufacturers and may vary by brand. Installation workmanship warranties are provided by Brightnest Energy and cover the quality of our installation work.

To make a warranty claim, please contact our customer service team at sales@brightnestenergy.net with proof of purchase and system details.

7. Payments and Finance

All payments must be made as per the terms outlined in your quote or invoice.

Brightnest Energy reserves the right to withhold installation or system activation until full payment (or agreed deposit) has been received.

If you are using a third-party finance provider, their terms and conditions will also apply.

8. Limitation of Liability

To the fullest extent permitted by law, Brightnest Energy will not be liable for any indirect, incidental, or consequential loss or damage arising out of your use of our website, products, or services.

Our total liability for any claim related to our products or services will not exceed the amount paid by you for the system or service in question.

9. Intellectual Property

All content on our website — including text, images, graphics, logos, videos, and design — is owned or licensed by Brightnest Energy.

You may not reproduce, distribute, or use any content for commercial purposes without written permission.

10. Privacy and Data Collection

Your privacy is important to us.

Please refer to our **Privacy Policy** for information on how we collect, use, and protect your personal data.

11. Changes to These Terms

We may update or amend these Terms & Conditions from time to time. Any changes will be effective immediately upon posting on our website.

Your continued use of our website or services after any changes constitutes acceptance of the updated Terms.

12. Governing Law

These Terms & Conditions are governed by the laws of the State of Victoria, Australia. Any disputes arising in connection with these terms will be subject to the exclusive jurisdiction of the courts of Victoria.

13. Contact Us

If you have any questions about these Terms & Conditions, please contact us:

Global Tours and Travel Pty Ltd trading as Brightnest Energy

Address: 1341 Dandenong Rd, Chadstone VIC 3148

Email: sales@brightnestenergy.net

Website: brightnestenergy.com.au