



Cancellation Notice

Consumer details:

Name of consumer:

Consumer's address:

I WISH TO CANCEL THIS AGREEMENT

Signed by the consumer :

Date:

Note: You must either return to the supplier any goods supplied under the agreement or arrange for the goods to be collected.

Supplier Name Discover Energy - Customer Services: PO Box 665 North Sydney NSW 2059 customerservice@discoverenergy.com.au

Details of goods or services supply under the agreement Energy supply Electricity Cost of goods or services

Date of agreement:

Transaction number (if any)

Section 82 – Australian Consumer Law Cancellation notice Unsolicited consumer agreement

Right to cancel this agreement within 10 business day Cooling-off Period

You have the right to cancel this agreement without any reason within 10 business days from and including the day after you signed or received this agreement.

Extended right to cancel this agreement

If the supplier has not complied with the law in relation to unsolicited consumer agreements, you also have a right to cancel this agreement by contacting the supplier, either orally or in writing. Refer to the information overleaf You may have up to 6 months to cancel this agreement in certain circumstances.

To cancel this agreement in writing, complete this notice and send it to the supplier.

Alternatively, write a letter or send an email to the supplier.

To cancel within 10 business days, sign, complete and send back the following form.

The Australian Consumer Law relating to unsolicited contracts applies to this agreement if you entered into it:

- over the telephone, as the result of an uninvited telephone call made by us to you; or
- in person, during an uninvited visit by us to you at the place where the agreement was made.

If the Australian Consumer Law applies to this agreement, your rights to cancel this agreement are set out below.

You have the right to cancel this agreement during the greater period of:

- (a) 10 business days from and including the day after you signed or received a copy of the agreement; OR
- (b) 3 months from and including the day after you signed or received a copy of the agreement, if we:
 - i. negotiated your agreement without proper consent from you: before 9am or after 6pm (or 5pm on a Saturday); or
 - at any time on a Sunday or public holiday; or
 - ii. called on you in person and:
 - before commencing negotiations, failed to advise you that:
 - i. our purpose was to seek your agreement to an energy sale and supply agreement, and
 - ii. we are obliged to leave the premises on request; and
 - did not provide you with information relating to our identity; or
 - i. failed to leave the premises at the request of the occupier, or the person with whom we were conducting negotiations; or
 - ii. if you made the request for us to leave the premises, we contacted you within 30 days; OR
- (c) 6 months from and including the day after you signed or received a copy of the agreement, if:
 - i. you entered into this agreement we failed to notify you of your rights to cancel this agreement during the termination period, and:
 - if we called on you in person, we failed to give you this information in writing; or
 - if you entered into this agreement over the telephone, we failed to subsequently give you this information in writing; or
 - ii. unless you are moving into a new premises, we supply you with electricity within 10 business days from and including the day after you signed or received a copy of the agreement; or

- iii. we fail to provide you with a copy of the agreement:
 - if you entered into the agreement in person, at that time; or
 - if you entered into the agreement over the telephone, within 5 business days; or
- iv. we fail to ensure the agreement you are provided is clearly printed and transparent and includes:
 - all terms (total amounts payable, how payment will be calculated, delivery cost); and
 - a notice that “conspicuously and prominently” informs you of your right to terminate (section 79(b)(i)); and
 - our name, ABN or ACN, address, email address and fax number “conspicuously and prominently”; and
 - where the agreement is not made by telephone, both your and our agent’s signature, and also our agent’s name, address and email address.

You may also terminate the agreement within such other period as the agreement provides.

If you would like to exercise your right to cancel this agreement within the Cooling-off Period applicable to you, please contact us by telephone or complete and return the cancellation notice.