



Cancellation Notice

You have the right to cancel your agreement with us under the Australian Consumer Law

If you want to cancel your agreement you can:

Call us on 1300 658 519

Complete this form and return it to:

Email: customerservice@discoverenergy.com.au

Post: PO Box 1353 Macquarie Ctr PO Macquarie Park NSW 2113

Cancelling Your Agreement – Your Rights Under Australian Consumer Law

You may have the right to cancel your agreement with Discover Energy under the Australian Consumer Law in the following circumstances:

Cooling-off period (10 business days)

You can cancel your agreement within 10 business days of the Agreement Date. This is known as the cooling-off period.

- The Agreement Date is the day after you receive your agreement and customer disclosure statement.
- If you are in Western Australia, the Agreement Date is the day after you receive your agreement.

Extended cancellation period (3 months)

You may cancel your agreement within 3 months of the Agreement Date if the sales representative (marketer):

- Contacted you:
 - On a Sunday or public holiday;
 - Before 9am or after 5pm on a Saturday; or
 - Before 9am or after 6pm on any other day, unless by prior appointment;

or

- Failed to:
 - Clearly explain the purpose of the contact;
 - Leave immediately when requested, or explain they are required to do so;
 - Show valid identification, including their name and Discover Energy's name and business address (not a PO box).

Extended cancellation period (6 months)

You may cancel your agreement within 6 months of the Agreement Date if any of the following apply:

- You were not informed of your right to cancel during the cooling-off period or how to do so;
- You did not receive a copy of the agreement and required documents:
 - At the time of acceptance (if in person), or
 - Within 5 business days (if accepted over the phone);
- Energy or related products were supplied during the cooling-off period (unless permitted by law), or you were not informed this would not occur;
- The agreement did not clearly set out:
 - All terms and conditions;
 - The total amount payable or how charges are calculated;
 - Any applicable delivery or postal charges;
- The front page of the agreement did not include the required notice about your right to cancel;
- If accepted in person:
 - You did not sign the front page; or
 - The date of signing was not included;
- The agreement did not clearly display Discover Energy's:
 - Name, ABN, business address (not a PO box), email address, and fax number;
- If signed by Discover Energy:
 - The agreement did not state the signatory was acting on behalf of the company; or
 - The signatory's name, business address, and email address were not provided;
- The agreement was not clearly presented or easy to understand;
- Any changes to the agreement were not signed by both you and Discover Energy.

Cancellation Notice – Unsolicited Consumer Agreement

Your right to cancel (10 business day cooling-off period)

You have the right to cancel this agreement for any reason within 10 business days from and including the day after you signed or received the agreement.

Extended cancellation rights

If Discover Energy has not complied with the legal requirements for unsolicited consumer agreements, you may have additional rights to cancel.

You can cancel the agreement by contacting us either verbally or in writing. In some circumstances, you may have up to 6 months from the Agreement Date to cancel.

Please refer to the information provided with your agreement for full details of your rights.

How to cancel in writing

To cancel this agreement in writing, you can:

- Complete this cancellation notice and send it to Discover Energy; or
- Send us a letter or email stating that you wish to cancel the agreement.

Supplier Details Discover Energy

Name: Discover Energy Pty Ltd
ABN: 20 619 204 750

Address: Suite 3.02, level 3/2 Banfield Rd Macquarie Park NSW 2113

Postal Address: PO Box 1353 Macquarie Ctr PO Macquarie Park NSW 2113

Email: customerservice@discoverenergy.com.au

Agreement Details

Services supplied under the agreement (please select):

- Electricity
- Solar / Battery Energy Services

Cost of services:

Calculated in accordance with your agreement

Date of agreement: _____

Transaction number (if applicable): _____

Customer Details

Customer name: _____

Customer address: _____

Cancellation Declaration

I wish to cancel this agreement.

Signature: _____

Date: _____

Important:

If any goods were supplied under this agreement, you must either return them or arrange for them to be collected.