

MAC Trade Services – Terms & Conditions of Contract (South Australia)

*Offer is valid from January 2023 until 30th November 2023 unless sold out prior.

1. Available in metropolitan Adelaide, climate zones 4-5. Subject to site inspection. Regional areas and properties in Climate zones 6 may be subject to a wait period and additional charges.
2. Customers must agree to sign a REPS form on completion of the installation to receive the discounted price.
3. Installation price includes an installation that complies with the AS/NZS 3000:2018 Wiring Rules. Standard installation means a back to back installation that includes up to 3m of pipe and 15m of cable back to the switchboard on a single storey brick veneer home or small business. Switchboard must be adequate to support power requirements of the unit, any extra wiring work or switchboard upgrades will incur additional charges.
4. Offer applies to new air-conditioner installations and replacements of non working units. The replacement of working units are only eligible for priority group or hardship group households.
5. Priority/Hardship Group Customer is defined as a person who holds one of the following cards: Pension Concession Card, Health Care Card, TPI or War Widows Gold Repatriation Health card, Gold Repatriation Health Card (EDA), a participant in an Energy retailer hardship/concession or payment plan program, a household that is receiving an SA Government Energy Concession, a household that has been referred by a registered member of the SA Financial Counsellors Association (SAFCA) or a household that is a rental property where the weekly rental is not more than \$400 per week. If you are a Priority Group customer you will need to provide evidence of your card, rental status or Retailer letter confirming eligibility at the time of booking to receive the discounted rate.
6. I agree and acknowledge that I will be required to pay balance owing and any extras or variations identified during the site inspection at installation commencing.
7. If a customer changes their mind on location or varies the original installation plan that creates additional labour or costs, they may incur additional charges
8. If the customer is not at the property to provide access, or the area for installation can not be accessed due to locked doors, blocked walkways or clutter, the customer may be subject to a no access fee of \$99 and their job may be cancelled.
9. Customers will be required to sign a REPS activity form on the day of installation to confirm the works have been completed correctly, if this form is not signed, the REPS can not be claimed and the customer will be liable for the full cost of the system and installation.
10. If a customer has received a discounted Priority Group rate at the time of booking but cannot provide evidence of their Priority Group eligibility, they will be subject to pay the full general household advertised rates.