

CUSTOMER AUTHORITY TO PROCEED



GHGP Head Office Use Only (below)		Email: paperwork.lighting@ghgp.com.au
Assessor Name:	Installation Date:	Quote/Ref Number:
Electrician: Please return the Electrical Safety Certificate & VEET paperwork to Head Office along with this form.		

Dear Customer,

Thank you for choosing Green Home Green Planet for your LED lighting solution. By now our Electrician will have tested some of the LED lights in your home or office that you have ordered. In order for the Electrician to continue with the installation, we must gain your approval and authority to proceed, confirming that the LED light/s that have been shown to you, and/or tested in your home or business, meet your needs.

Additionally, at any time during the installation, certain issues may prevent satisfactory completion of the job. These issues change from building to building, and are not known to GHGP, or the Electrician, prior to arrival at your address. This may include, but is not limited to, difficulties arising from high ceilings, access issues, unsafe existing wiring, or incompatible dimming circuits. These problems cannot be foreseen, and therefore may require additional time from the Electrician to rectify, resulting in additional charges. If at any time during the installation, problems are identified at your property, the Electrician will inform you immediately, and we will contact you to discuss the situation. Our Electrician is usually able to rectify any issues, however we will need to gain your approval to continue with the installation, and to gain your acceptance that there may be additional charges. These charges will not have been included in your original quote. Should you not wish to proceed, the Electrician will finish the job at that point. You will then be offered the option to proceed or not proceed with the remainder of the installation. Please read the following authority, and sign below confirming your understanding of the above terms and conditions;

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I/ we, the undersigned, hereby give approval to proceed with the following work and agree to pay the balance required prior to the Electrician exiting the premises.

Customer Name:	Installation Date:
Electrician Name:	Invoice #:
Description of additional work (if required):	Estimated Price: Please Circle Below PROCEED / DO NOT PROCEED

Dimmer - Compatibility issues

Emerald Planet has tested their LED Luminaires against the most common Australian dimmers on the market, or that can be expected to be found in Australian homes. The Emerald Planet LED Luminaire was compatible with all dimmers tested, as per the table below.

Dimmer Make/Model	Compatible
HPM/E400T	✓
HPM/E400L	✓
Clipsal/32E400T	✓
Clipsal/32E400L	✓
Clipsal/32EUD	✓
Clipsal/500	✓
HPM/300E	✓
HPM/Eco	✓
HPM /200E	✓

Additional Installation Charges (only if required)

NB. Issues can arise at any point during an LED installation

Description of Electrical Work		GHGP Price
1	Supply & Installation of New Clipsal Dimmer	\$100 per Dimmer
2	Unscrew transformers from trusses inside roof space	\$15 per Transformer
3	Re-wire existing cables to accommodate new LEDs (includes junction box and cable)	\$40 per LED
4	Existing holes that have to be cut to fit new LED fitting	\$5 per Cut Out
5	Call back for Faulty LED	Free
6	Ceiling Height above standard 2.4m	\$35
7	Customer in Zone 2 (>70km from CBD)	\$50
8	Other	\$

Cancellation & Rescheduling Fees

1	Cancellation <24 Hours' Notice	\$99
2	Reschedule <24 Hours' Notice	\$65
3	Reschedule >24 Hours' Notice	Free

Product Meets Requirements

Characteristic	Ok?
Brightness	
Beam Angle	
Colour	

Accepted on behalf of the above Customer in accordance with the Terms & Conditions (refer ghgp.com.au)

Name:	Signature:	Date:
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SCHEDULE 1

WARRANTY

(Clause 9 – Warranty)

1. DEFINITIONS IN THIS SCHEDULE 1

Warranty Period means the period of six months from the date of delivery of the Goods to the Purchaser.

Normal Wear and Tear means the gradual reduction in performance of Goods having regard to the age of the Goods and the nature and frequency of use of the Goods.

2. SERVICE AND REPAIR

2.1 Subject to clauses 3 and 4 of this Warranty, and in the absence of a third party manufacturer warranty, the Company agrees, in relation to any faulty workmanship or material defect in the Goods that are purchased by the Purchaser and reported by the Purchaser to the Company during the Warranty Period, to any one or more of any the following:

- (a) in the case of goods:
 - (i) to replace the goods or the supply of equivalent goods;
 - (ii) to repair of the goods;
 - (iii) to pay the cost of replacing the goods or of acquiring equivalent goods; or
 - (iv) to pay the cost of having the goods repaired; and
- (b) in the case of services:
 - (i) to supply the services again; or
 - (ii) to pay the cost of having the services supplied again.

2.2 To avoid doubt, the Company has sole discretion as to any one or more of the alternatives specified in clauses 2.1(a) or 2.1(b).

2.3 This Warranty does not cover anything which is not expressly included in the Warranty.

3. EXCLUSIONS

3.1 To the extent permissible by law, the Warranty does not cover:

- (a) anything caused or contributed to by:
 - (i) Normal wear and tear and the gradual reduction in operating performance of the Goods;
 - (ii) the Company being the subject of a Force Majeure Event;
 - (iii) an accident, abuse, neglect of a person other than of the Company;
 - (iv) vandalism, power outages, surges, inadequate or improper voltage or current or use and instalment of Goods contrary to any instruction;
 - (v) repair or modification of the Goods carried out:
 - (A) without the proper written consent of the Company; or
 - (B) by a person other than the Company or its agent;
 - (vi) costs of removal, reinstallation, recommissioning or shipping of the Goods
 - (vii) damage occurring during transportation, freight, installation of the Goods or while moving the Goods;
 - (viii) any criminal, deliberate, wilful, dishonest or fraudulent act, error or omission of the Purchaser;
 - (ix) any breach by the Purchaser of law or regulatory requirement;
 - (x) any defect or faulty workmanship in relation to the Goods:
 - (A) not notified to the Company within the Warranty Period; or
 - (B) where the Purchaser continues to use the Goods after the Purchaser knew or discovered or ought reasonably to have known or discovered the defect or faulty workmanship.

4. WARRANTY CLAIMS

4.1 If a Purchaser wishes to lodge a claim under this Warranty in relation to the Goods, then the Purchaser must notify the Company immediately and during the Warranty Period. Further information regarding the Warranty claim procedure can be obtained by contacting the Company.

4.2 The Company may, under this Warranty, direct that the Purchaser returns the Goods to:

- (a) the location from which the Goods were originally dispatched to the Purchaser; or
- (b) another location, provided that the cost of returning the Goods to such a location does not exceed the cost of returning the Goods to the location from which the Goods were originally dispatched to the Purchaser.

4.3 Where the Company directs the Customer under clause 4.2 of this Warranty, the Customer must return the Goods in accordance with such direction.

This Warranty forms part of and is to be read in conjunction with the Full Terms & Conditions, available at ghgp.com.au

**Green Home Green Planet Pty Ltd
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Bentleigh VIC 3204
A.B.N 19 137 923 360**

October 2013

www.ghgp.com.au