
REFUND POLICY

1. Our Commitment

Suncraft Solar ("we" / "us" / "Suncraft Solar") is dedicated to maintaining the highest standards of quality in both our products and customer experience. We take pride in matching every client with the solar solution that best suits their individual requirements, and we stand behind every transaction we facilitate.

2. Contacting Us to Request a Refund

- 2.1 To initiate a refund request, customers may reach our team through any of the following channels:
- 2.1.1 By emailing the Suncraft Solar consultant who provided your original quote, or by directing your enquiry to info@suncraftsolar.com.au;
 - 2.1.2 By telephoning our customer support team on 1300 213 001; or
 - 2.1.3 By mailing a written request, marked to the attention of the "Refunds Officer", to: Suncraft Solar, 11/33 Holbeche Road, Arndell Park - NSW - 2148

3. Refund Method

- 3.1 Where payment was made by credit card, the refund will be returned in full to the same credit card account used at the time of the original transaction.
- 3.2 Where payment was made by EFT, BPay, Cash, Cheque, or Money Order, the full refund will be transferred by EFT to a bank account nominated by the customer.
- 3.3 Where a deposit was paid by credit card, and more than twelve (12) months have elapsed between that payment and the date of the refund request, the refund will instead be issued by EFT to a bank account of the customer's choosing.

4. Refund Processing Timeframe

- 4.1 Suncraft Solar will make every endeavour to process approved refunds within one (1) business day of receiving a completed refund request.
- 4.2 In certain circumstances, additional processing time may be necessary. Situations that may cause a delay include, but are not limited to: (a) the credit card originally used for payment has been reported lost, or the refund transaction is declined by the payment platform; (b) it becomes necessary to process the refund manually through the Westpac Merchant Helpdesk, in which case processing may take approximately ten (10) working days.

5. Policy Review

- 5.1 Suncraft Solar is committed to maintaining relevant and current policies. This Refund Policy will be reviewed on a regular basis to ensure it continues to reflect our practices and obligations.

Last updated 29 June 2026