



## Complaints Policy

There may be times when Energizer® Solar doesn't meet your expectations. In these circumstances we encourage you to let us know. We are committed to learning from your experiences as it will help us to continually improve the products and services that we provide.

Energizer® Solar has a structured approach to resolving complaints.

### 1. Send Complaint

If you are dissatisfied with an aspect of a product or service that we've provided, you can lodge a complaint with us.

Please include the following details in your complaint:

- (a) your name and contact details;
- (b) the nature of the complaint;
- (c) details of any steps you have already taken to resolve the complaint;
- (d) details of any communication you may have had with us that may be relevant to the complaint; and
- (e) copies of any documentation which may be relevant.

Please send your complaint to [hello@energizersolar.com](mailto:hello@energizersolar.com)

### 2. Evaluation

We will take note of what information you provide to us. This information will be passed on to the appropriate department of Energizer® Solar to deal with the complaint.

We are committed to resolving your complaint in a timely manner.

### 3. Response

We will keep you informed during the process.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken.