REFUND POLICY

1. Our Promise to You

At Let's Be Green Pty Ltd ("we" / "us" / "Let's Be Green"), sustainability means more than solar panels – it means building lasting, trustworthy relationships with our customers. We are passionate about delivering clean energy solutions that genuinely serve your needs, and we are equally committed to handling every interaction with transparency and care.

2. How to Lodge a Refund Request

2.1 There are several ways you can get in touch with us if you wish to request a refund:

2.1.1 By emailing the Let's Be Green representative who issued your quote, or by writing to our customer care address at info@letsbegreen.com.au;

2.1.2 By calling our team directly on 02 9188 0660; or

2.1.3 By mailing your request to the "Refunds Officer" at: Let's Be Green Pty Ltd, PO Box 198, Seven Hills NSW 2147.

3. Receiving Your Refund

3.1 If your original payment was made by credit card, we will return the full refund to that same credit card.

3.2 If you paid via EFT, BPay, Cash, Cheque, or Money Order, we will arrange for your full refund to be transferred by EFT to a bank account you nominate.

3.3 Should your deposit have been paid by credit card more than twelve (12) months prior to the date of your refund request, we will issue the full refund by EFT to a bank account of your choosing.

4. Refund Processing Times

4.1 We will use our best endeavours to process your refund within one (1) business day of receiving your request.

4.2 There are some situations where processing may take additional time: (a) if the credit card associated with the original payment has been lost, or the refund is not accepted by the payment system; (b) if the refund requires manual processing through the Westpac Merchant Helpdesk, in which case the process may take up to ten (10) working days.

5. Reviewing This Policy

5.1 Just as we keep evolving our approach to sustainable energy, we will periodically review this Refund Policy to ensure it remains accurate and aligned with our commitment to excellent customer service.

Last updated 29 June 2026