



HOME CHARGER INSTALLATION SERVICES TERMS & CONDITIONS

Hyundai Motor Company Australia Pty Ltd (Hyundai) has partnered with JET Charge Pty Ltd (JET Charge) who specialises in the provision of home charger installation services. Hyundai and JET Charge are each independent companies, and are not and will not be considered as joint venturers, partners, representatives or agents of each other. Hyundai may amend these terms and conditions from time to time without notice.

INTERPRETATION

“Booking Platform” means	the online portal accessible at https://www.jetcharge.com.au/hyundai-charging-equipment-form
“Service Personnel” means	the qualified installers appointed by JET Charge to perform the Services on behalf of JET Charge.
“Premises” means	the premises at which the Services are to be performed, as specified in the booking form or quote issued by JET Charge.
“Services” means	(a) the standard installation services to be performed by JET Charge as set out in the booking form or quote issued by JET Charge to you; and (b) any additional services which JET Charge agrees in writing to provide to you.
“JET Charge” means	JET Charge Pty Ltd ABN 35 600 116 756 trading as JET Charge.

ACKNOWLEDGEMENT REGARDING SUBCONTRACTING

You acknowledge that JET Charge will perform the Services. The Service Personnel who attend at the Premises will be contractors engaged by JET Charge to perform the Services, or employees or sub-contractors of such contractors.

INFORMATION PROVIDED BY YOU

You warrant to Hyundai that all information provided by you in relation to the Services and the Premises (including all such information provided by you at your Hyundai dealer on the day you paid for all or part of the Services and all such information provided by you through the Booking Platform) is correct and complete. If this is not the case, in addition to its other remedies available at law, JET Charge may refuse to provide the Services and/or require the payment of extra fees.

DEPOSIT, CANCELLATIONS AND REFUNDS

Your deposit is not transferable or assignable to another party without the prior written approval of Hyundai. Your deposit will be applied to the purchase of your vehicle charger and payment of the Services. You may cancel your order for either or both of the vehicle charger and cost of Services at any time prior to installation of your vehicle charger. To do so, you must request a deposit refund via your Hyundai dealer. Your deposit will not be held in an escrow or trust fund. You will not receive any interest on your deposit.

If for any reason the purchase of your vehicle does not proceed but your home charger has been installed at the Premises, please contact your Hyundai dealer who will explain your available options. You may incur a de-installation fee of \$300 (including GST) if you choose to have the home charger removed. Installation costs are not refundable.

QUOTE & ADDITIONAL CHARGES

JET Charge's quote for standard installation Services includes the installation of a JET Charge Supplied 7.4KW Single Phase Charging Station and:

- A dedicated 32A single phase circuit for the charger (the charge rate for the charger will be dependent on max demand calculation and any regulatory restrictions)
- Cabling including PVC surface mounted cable and flexible PVC conduit
- Installation of a Type A RCD and origin of the circuit (protects against residual DC current (in accordance with the AS/NZS 3000: 2018 Electrical Installation Wiring rules
- circuit protection arrangement/replacement (i.e. replacement of double pole RCBO for single pole RCBO);
- all associated hardware fittings
- extra cabling inc. PVC conduit;
- additional enclosure for circuit protection if switchboard is full; and
- replacement of main switch with a current limiting device (circuit breaker) if required.

JET Charge's quote for standard installation Services excludes the following items:

- three phase charger installation
- apartment installs;
- major circuit protection arrangement (replacement of multiple pole RCBOs);
- electrical inspection costs (noting that these are required for prescribed works);
- major electrical upgrade works, including remedial works to meet current wiring regulations;
- consumer / sub main upgrades;
- switchboard replacement;
- trenching civil works;
- structural impedance (e.g. lifting roofing sheets); and
- work over multi stories; asbestos removal.

If requested, JET Charge provides estimates for additional labour and material required, over and above the inclusions listed in the quote for standard installation Services, prior to commencing an installation or repair service. Payments for such additional charges are required upon completion of the relevant job, which will be invoiced to you by JET Charge. You must not make direct payment of any fees or charges for the Services to Service Personnel. Unless otherwise specified, delivery, decommissioning of existing vehicle chargers and removal of existing vehicle chargers is not included in the price.

SERVICE AUTHORISATION

You must ensure that a person who is at least 18 years of age is present at the Premises at all times whilst Service Personnel are present at the Premises to provide the Services, and that such person is authorised to approve all completed work and provides such assistance as the Service Personnel may reasonably request in order to provide the Services. If not, the Service Personnel may leave the site and JET Charge may invoice you for an extra installation site visit.

ACCESS

Installation vehicles, equipment and Service Personnel must have clear and unhindered access to the Premises and all parts of the Premises (including all internal/external locations) where the vehicle chargers are to be installed. JET Charge will not be responsible for moving or damage to any of your furniture or valuables which are obstructing access. Any unit(s) being installed must be onsite prior to commencement, except if delivery is included in the quote for the Services. If delivery is included in the quote for the Services, the vehicle charger to be installed will be delivered on the day of installation.



INSTALLATION IN UNITS/APARTMENTS/STRATA TITLE HOMES

Installation under Strata Title households is restricted to the Strata/Body Corporate's own regulations and requirements. Cost varies on a case by case basis. Please observe the following responsibilities:

- ensure that the Strata/Body Corp approves the installation of a wall charger before proceeding with the purchase and installation.
- liaise directly with JET Charge for on-site specific requirements and costs.

IMPORTANT: Significant additional costs on top of the standard installation charges may apply for Strata installations.

LABOUR ONLY

Installations do not include any parts or accessories except where specifically listed in the quote for the Services.

SUITABILITY OF SERVICES & RELEASE

You acknowledge and agree that Hyundai does not provide the Services, makes no representations, guarantees or warranties about the Services, and is not responsible for the performance of the Services by JET Charge. It is your sole responsibility to determine the suitability of any Services to your needs, and to ensure that you understand the limitations of any warranty or guarantee provided by JET Charge. Hyundai shall have no liability for, and you release Hyundai from any liability from, any and all damages resulting from your installation of the vehicle charger.

LIMITED WARRANTY FOR INSTALLATION SERVICES

JET Charge will rectify any defect (at no additional charge to you) which arises during the 5 year period commencing on the date the performance of the Services is completed, in the work carried out by Service Personnel when installing a vehicle charger.

This warranty does not extend to:

- normal wear and tear;
- items normally consumed in operation, such as lamps and fuses;
- unpaid or partly paid Services;
- defects notified to JET Charge later than 30 days from the discovery of such defect; or
- defects arising out of or in connection with:
 - misuse, abuse, neglect, errors, incorrect storage or transportation, or any other act or omission of or by any person other than JET Charge or its approved service providers;
 - installation, commissioning, repair or alteration (improper or otherwise) of the Services by any person other than JET Charge or its approved service providers;
 - operation or maintenance that is not in accordance with any instruction manuals, user guides or any similar documentation for the installed vehicle charger and/or instructions specified by JET Charge;
 - improper climate and environmental conditions where the vehicle charger is used or installed;
 - any vehicle charger being stored for more than 12 months prior to being put into operation;
 - power failure, power surge, lightning, flood, fire, accidental breakage or other events outside of JET Charge's reasonable control; or
 - a direction from you where JET Charge or its approved service providers has recommended against following such direction.



A warranty exclusion described above may be discovered by you, by the technician in the field or during the repair of the Supplies in the JET Charge repair centre. If that warranty exclusion is confirmed by JET Charge, the logistics, analysis, and associated material, labour and administration costs will be at your expense.

If a warranty exclusion is discovered during the repair, the repair will be stopped, you will be notified, and when possible, a repair estimate will be provided.

Due to the evolution of technology, a replacement part may not be compatible with the existing installed system. The warranty does not cover any expenses or costs which might be incurred to configure, retrofit or adapt the replacement part to the existing installation.

All warranties for any parts repaired, replaced or re-performed during the warranty period will expire at the same time as the warranty of the Service as originally supplied.

If you are a consumer for the purposes of the Australian Consumer Law (as contained in Schedule 2 of the Competition and Consumer Act 2010 (Cth)), goods or services supplied by JET Charge come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

ELECTRICAL

Your existing wiring & switchboard must comply with applicable state/federal standards. JET Charge will not, under any circumstance, move, alter or install electrical outlets or undertake wiring & switchboard upgrades unless such work is included in the scope of works for the Services.

PRIVACY

You consent to your Hyundai dealer providing JET Charge with your contact details and information about the services you have purchased.

You consent to all of the uses and disclosures of your contact details and information described in JET Charge' Privacy Policy which can be accessed at www.jetcharge.com.au

JET Charge may also disclose information about you to its related companies, contractors and installers and its other suppliers (including to any person situated outside Australia) for the purpose of:

- Booking, co-ordinating and providing the requested service(s);
- Quality assurance;
- Offering additional or new products and services related to the products or services provided to you;
- Providing offers, services and benefits from JET Charge.

You consent to these parties contacting you, including by email, SMS, mail or telephone, for the purposes set out above.



JET Charge Customer Service and Technical Support
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