

# Cancellation Notice

30 April 2020



## WHY AM I RECEIVING THIS CANCELLATION NOTICE?

You have rights to cancel your Agreement with us under the Australian Consumer Law and National Energy Retail Law and Rules (applicable to the state in which your supply address is located). This Cancellation Notice sets out important information about your rights to cancel your Agreement.

## WHEN CAN I CANCEL MY AGREEMENT?

In all cases, you can cancel your Agreement without penalty within 10 Business Days from and including the day after you signed or received your Agreement and received the Nectr Welcome Pack from us.

If we have not complied with the law concerning unsolicited consumer agreements, you can cancel your Agreement within 3 months. In certain circumstances, you can cancel your Agreement within 6 months. We set out these circumstances on Page 2 of this Cancellation Notice.

If you do not cancel your Agreement during the Cooling Off period referred to above, you will still have rights to terminate your Agreement under the terms of that document.

To cancel your Agreement, please call us, or email or post this Cancellation Notice to the address below.

## SUPPLIER DETAILS

Name:	Hanwha Energy Retail Australia Pty Ltd trading as Nectr ABN 82 630 397 214
Postal Address:	PO Box 1957, North Sydney, NSW 2060
Business Address:	Level 25, NorthPoint Tower, 100 Miller Street, North Sydney, NSW 2060
Email Address:	hello@nectr.com.au
Phone number:	1300 111 211
Details of goods or services supplied under the Agreement:	Electricity
Cost of goods or services:	As set out in the Nectr Energy Plan Confirmation
Date Agreement starts:	See Agreement start date in your Nectr Energy Plan Confirmation

## CUSTOMER DETAILS

(Please complete the section below)

Name:	
Address:	
Contact no.	

## I WISH TO CANCEL MY AGREEMENT

(Please sign and complete the section below)

Customer signature:	
Date:	

## WHY AM I RECEIVING THIS CANCELLATION NOTICE WHEN CAN I CANCEL MY AGREEMENT?

### In all cases

You have the right to cancel your Agreement without any reason subject to a 10 Business Day cooling off period.

The Cooling Off Period commences from the day after you signed or received a copy of your Agreement and received the Nectr Welcome Pack from us.

Your Nectr Welcome Pack will include various information on your Agreement and the information we are required to disclose to you under the applicable laws and regulatory requirements based on where your supply address is located.

### New South Wales

National Energy Retail Law (NSW) and National Energy Retail Rules.

### Queensland

National Energy Retail Law (QLD) and National Energy Retail Rules.

### Additional cancellation rights

You may have additional cancellation rights where you have entered into an unsolicited consumer agreement with Nectr.

You can cancel your Agreement **within 3 months** of the day you signed or received your Agreement and received your Nectr Welcome Pack, if our representative:

- called on you on a Sunday or public holiday, or before 9am or after 5pm on a Saturday, or before 9am and after 6pm on any other day, unless they had an appointment with you for that time;
- contacted you within 30 days of you requesting them to leave your premises; or
- failed to:
  - clearly explain the purpose of their visit or phone call (including that we were seeking to enter into an agreement with you to supply you energy);
  - leave your premises immediately if you asked them to or explain to you that they must leave your premises immediately if you ask them to; or
  - show you an identity card with their name and our name and business address.

If your Agreement is an unsolicited consumer agreement, you can cancel your Agreement **within 6 months** of the day you signed or received your Agreement and received your Nectr Welcome Pack, if:

- you weren't told you could cancel during the cooling off period or how to do so before you accepted your Agreement;
- you weren't given a copy of your Agreement and the Nectr Welcome Pack (including this Cancellation Notice):
  - when you signed up with Nectr (if you accepted in person); or
  - within 5 Business Days of you signing up with Nectr (if you accepted over the phone);
- Nectr supplied you with electricity during the cooling off period (except where permitted by law) or you weren't told that it couldn't be supplied during that time;
- your Agreement didn't set out the full terms or the total amount you would need to pay or how it would be calculated or include any postal or delivery charges;
- we failed to include on the front page of your Agreement a notice that conspicuously and prominently informs you of your right to terminate that agreement, namely:

*" **Important Notice to the Consumer:** You have the right to cancel this agreement within 10 business days from and including the day after you signed or received this agreement and received the Nectr Welcome Pack from us. Details about your additional rights to cancel this agreement are set out in the information attached to this agreement."*

- your signature is not on the front page of your Agreement (where your agreement was not made by telephone);
- your Agreement didn't prominently set out our name, ABN, business address (not being a post box) and email address;
- your Agreement wasn't printed clearly or typewritten (apart from any amendments which may be handwritten), or wasn't transparent; or
- if any amendments to your Agreement weren't signed by you and us.