



Complaint Handling Policy

Kobi Energy Solutions are dedicated to providing the best quality service and products with the aim of providing a positive experience for our customers. However, we understand that we are not perfect and that things don't always go to plan. We are here to discuss any issues, questions or concerns you may have. This Complaint Handling Policy is written to help you better understand how to address your issue and achieve the best outcome as quickly as possible.

As a Kobi Energy Solutions customer, your satisfaction is our priority and we appreciate your feedback.

If you would like to provide feedback or have a complaint our procedure is as follows:

1. Contact us first via phone, email, or post. We are best placed to help resolve your problem:

Phone: 0421 720 525

Email: admin@kobienergy.com.au

Address: 53 Rogers Ave, Wodonga VIC 3690

Please provide your name, address, email, and phone number. Outline the nature of your complaint in as much detail as possible, and include evidence such as photos if relevant.

Once received, we will acknowledge receipt of your complaint immediately, investigate your matter and provide a progress update and/or solution within seven days for a minor issue and 21 days for any major issues.

2. Your complaint will be tracked and recorded in our CRM system. The complaint will be assigned to a case manager who will support you through the process.

Following an appropriate investigation, Kobi Energy Solutions will inform you of the action or decision taken regarding the complaint.

Remedies to resolve the issue may include (but not limited to):

- Refunds
- Replacement
- Repairs/Rework
- Compensation

The remedies and solutions offered are subject to the Terms & Conditions and Warranties which apply to the products and services that you purchased from us. These include applicable consumer guarantees and our obligations under the Australian Consumer Law or consumer legislation in place at the time you purchased your products and services.

We take all complaints seriously and will also take appropriate actions to prevent similar complaints occurring in the future.

If you are still not satisfied

If you are not satisfied with the outcome of your complaint, you can refer the complaint to the relevant Fair Trading or Consumer Affairs office in your state or territory.

VIC: Consumer Affairs
Phone: 1300 558 181

NSW: Fair Trading
Phone: 13 32 20