

## Residential Solar Service Programme – Terms and Conditions

1. Geneco is offering you a Residential Solar Service Programme (“Programme”) by connecting you with our appointed vendor (“Vendor”) for the service of solar panel installation and maintenance (“Residential Solar Service”).
2. Upon the submission of your interest via the application form, the Vendor and/or Geneco will get in touch with you within seven (7) business days
3. In submitting your application for this Programme, you expressly consent and hereby give Geneco permission to:
  - a. Collect, use, disclose and/or retain information concerning you, your Premises, your electricity usage (including historical usage, metering data and related or similar information) for the purpose of the Vendor contacting you via telephone and/or any other means regarding the Programme;
  - b. Disclose any information relating to you and/or your Premises to any person whom Geneco considers in good faith that disclosure is necessary, desirable or expedient for any purpose whatsoever in connection with the Programme, in accordance with the Personal Data Protection Act 2012 and our Privacy Policy (i.e. Geneco’s privacy policy in relation to its obligations under the PDPA for customer’s personal data), which is accessible on our website (<https://geneco.sg/privacy-policy>).

For the avoidance of doubt, where such information relates to the Consumer’s personal data, the collection, use, disclosure and/or retention of said personal data shall be in accordance with the Personal Data Protection Act 2012 and our Privacy Policy, which is accessible on our website (<https://geneco.sg/privacy-policy>). The Retailer shall not send to you any marketing materials except with the Consumer’s consent. Further, in accordance with the applicable laws, Geneco may retain relevant data relating to you upon termination or expiry of the Programme.

4. You will sign a Residential Solar Service agreement (“Agreement”) with the Vendor and not Geneco. All matters concerning and/or arising from the Agreement with the Vendor shall be made directly to the Vendor.
5. You will be eligible to receive a one-time Power Eco Total Home Solution Rebate when you sign up the Programme with our Vendor and fulfil the following conditions
  - a. If you are an existing Geneco’s customer at the time of signing the Agreement, you would need to submit relevant supporting documents of final payment of the Residential Solar Services made to the Vendor (“Supporting Documents”) to Geneco via email to [sustainability@geneco.sg](mailto:sustainability@geneco.sg) ; or
  - b. If you are **not** an existing Geneco’s customer at the time of signing the Agreement, you would need to submit the Supporting Documents and have an active residential electricity account of a minimum of twelve (12) months contract duration with Geneco not later than the time of submission of the Supporting Documents to Geneco via email to [sustainability@geneco.sg](mailto:sustainability@geneco.sg).
6. The Power Eco Total Home Solution Rebate value shall be 3% of the total contract value of the Agreement signed with the Vendor, subject to a maximum cap of \$1,000 (“Rebate”).

7. No less than thirty (30) calendar days after the successful verification of the Supporting Documents received from you, Geneco will email the Rebate code to you. The Rebate code shall be redeemed and used within the duration of your residential electricity price plan with Geneco ("Geneco Contract Duration"). Any Rebate code not redeemed or any balance Rebate amount not fully utilized within the Geneco Contract Duration will be fully forfeited and you will have no entitlement for refund of any such relevant amount.
8. For the avoidance of doubt, the Rebate shall only be used to offset electricity usage charges and not be used to offset any security deposit or non-electricity usage related charges under your account. This Rebate may not be applied in conjunction with any other offers, rebates or promotions. The Rebate is neither transferrable nor exchangeable for cash or other kind in full or in part unless otherwise permitted by Geneco in its sole and absolute discretion.
9. You accept that Geneco is not responsible and shall not be liable for any claims, costs, actions or proceedings, loss or damage that may arise out of or in relation to your application and/or Agreement on the Residential Solar Service with the Vendor.
10. Geneco does not make any decision or assessment concerning the Vendor's acceptance of your application to obtain the Residential Solar Service and you understand that the Vendor may reject your application in its discretion, subject to its own terms and conditions.
11. Geneco is not an agent of the Vendor and vice versa. Geneco makes no representations or warranties of any kind whatsoever with regard to the Residential Solar Service or any other products offered by the Vendor. Any queries or dispute about the quality or service standard of the Vendor must be resolved directly with the Vendor.
12. Geneco reserves the right to amend, suspend, withdraw, vary or terminate the Programme and the Rebate, and to vary, add to, or delete any of these terms and conditions at any time without prior notice. Geneco's decision in relation to such matters are at its sole and absolute discretion and shall be final and binding on all participants.
13. A person who is not a party to these Terms and Conditions has no rights under the Contracts (Rights of Third Parties) Act (Cap. 53B) of Singapore to enforce any term herein.
14. The terms and conditions herein shall be governed by the laws of the Republic of Singapore and the Singapore courts shall have exclusive jurisdiction over all disputes arising out of or in relation to these terms and conditions.