



Flow Power Battery Discount – Offer Terms & Conditions

Effective: Wednesday 6th August – Sunday 31st August 2025

This document outlines the terms and conditions for the Flow Power \$1,200 Home Battery Discount Campaign. By accepting a quote and signing a battery purchase agreement with us, you agree to the following terms.

1. Offer Details

- 1.1. Customers who sign up to the Flow Home electricity plan and request a battery quote before 11:59pm AEST, Sunday 31 August 2025 will receive a \$1,200 (incl. GST) discount off the total battery system cost.
- 1.2. This discount is offered by us and is independent of any current or future state or federal government rebate.
- 1.3. Customers may cancel their battery purchase and receive a full refund of their 10% deposit at any time prior to their battery installation has been paid—no questions asked.

2. Eligibility Criteria

To be eligible for this campaign offer, customers must:

- 2.1. Be a residential electricity customer located in Victoria;
- 2.2. Be an existing Flow Home customer or sign up to the Flow Home electricity plan before accepting the quote;
- 2.3. Have an existing rooftop solar PV system or include solar as part of the battery installation;
- 2.4. Request a battery quote via the Flow Power app or website before 31 August 2025;
- 2.5. Accept the quote within 30 days of the quote issue date;
- 2.6. Pay a 10% deposit within 5 business days of the contract issue date;
- 2.7. Enter into a valid battery installation contract with Flow Power.

3. Government Rebates

- 3.1. Flow Power does not guarantee the availability, value, eligibility criteria, or implementation timeline of any federal rebate.
- 3.2. Flow Power will pass on any proposed Federal Government rebate delivered through the 'Small-scale Renewable Energy Scheme' to reduce the upfront cost of the battery.
- 3.3. Flow Power will provide reasonable assistance in preparing documentation for eligible rebate programs, if and when announced.

4. Deposit, Quote Validity & Cooling-Off

- 4.1. A 10% deposit is required to confirm the order and lock in the \$1,200 discount.
- 4.2. Battery quotes are valid for 30 days from the date of issue.
- 4.3. Have until your battery installation to cancel your battery purchase and receive a full refund of your 10% deposit—no questions asked.

5. Pricing & Additional Costs

- 5.1. Indicative pricing (pre-discount and pre-rebate) starts from:
 - 5.1.1. Tesla Powerwall 3 – from \$14,000
 - 5.1.2. Sungrow – from \$12,500
 - 5.1.3. GoodWe – from \$10,500
- 5.2. These prices are indicative only and may vary based on site conditions, access, network upgrade requirements, meter configurations or additional labour.

6. Cancellation & Refunds

- 6.1. Customers may cancel their battery contract and request a full refund of their deposit under the following conditions:
 - 6.1.1. the battery installation has not commenced; and
 - 6.1.2. the battery installation invoice (second payment) has not been paid.
- 6.2. Flow Power is not liable for any rebates that are withdrawn, delayed, or amended by the government.
- 6.2. Customers who purchase a battery between 1 August 2025 and 31 October 2025 are eligible for a refund of the battery and installation costs upto \$16,000. This refund is provided in lieu of the physical prize and is not redeemable for cash beyond the amount paid for the battery and installation.

7. Customer Communication

- 7.1. Flow Power will provide regular updates to customers with active battery quotes and pending installations. These updates may include:
 - 7.1.1. Rebate policy announcements,
 - 7.1.2. Battery stock updates,
 - 7.1.3. Installation scheduling changes.
- 7.2. Updates will be shared via email, app notifications, or by phone.