



RESIDENTIAL ELECTRICITY ACCOUNT CANCELLATION REQUEST FORM

Cancellation Notice

You have rights to cancel your agreement with us under the Australian Consumer Law. If you do not want to cancel your agreement, you don't need to do anything. If you do want to cancel your agreement, you can call us on 1300 936 466 or complete the form below and return it to us by:

Email enquiries@zenenergy.com.au
Post Level 2, 134 Fullarton Road, Rose Park SA 5067

Form

You have a right to cancel this agreement without any reason within 10 business days from and including the day after you received the welcome pack.

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 overleaf.

Supplier Details

Name	ZEN Energy Retail Pty Ltd
Postal Address	Level 2, 134 Fullarton Road, Rose Park SA 5067
Business Address	Level 2, 134 Fullarton Road, Rose Park SA 5067
Email Address	enquiries@zenenergy.com.au
Phone Number	1300 936 466
Details of good or services supplied under the Agreement	Electricity
Cost of goods or services	As set out in the Energy Plan Confirmation
Agreement State Date	As set out in the Energy Plan confirmation

Customer Details

Name	<input type="text"/>
Address	<input type="text"/>
Contact Phone Number	<input type="text"/>

I wish to cancel my Agreement with ZEN Energy Retail Pty Ltd.

Sign Here

Date:

RESIDENTIAL ELECTRICITY ACCOUNT CANCELLATION REQUEST FORM

When can I cancel my agreement?

In all cases

You have the right to cancel your Agreement without any reason within 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 your Welcome Pack from us.

Your 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 in the National Energy Retail Law (SA) and National Energy Retail Rules

Additional cancellation rights

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

You can cancel your Agreement within 3 months of the day you signed or received your Agreement and received your 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 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 Welcome Pack (including this Cancellation Notice):
 - when you signed up (if you accepted in person); or
 - within 5 Business Days of you signing up (if you accepted over the phone);
 - We 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 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.