Cancellation Notice

You have rights to cancel your agreement with us under the Australian Consumer Law

What do you need to do?

You don't need to do anything, unless you want to cancel your agreement.

If you want to cancel your agreement you can:

Call us on **13 24 61** or
Complete 'Form 1' overleaf and send it to:

Email: **hello@origin.com.au**
Mail: **Reply Paid 1199, Adelaide SA 5001**
Fax: **1800 242 921**

If possible, please attach a photocopy of the Details section of your Agreement.

When you can cancel your agreement under the Australian Consumer Law

You can cancel your agreement within **10 business days** of the Agreement Date. This is the cooling off period. The Agreement Date is the day after you receive your agreement and the customer disclosure statement. If you are in Western Australia the Agreement Date is the day after you receive your agreement.

You can cancel your agreement within 3 months of the Agreement Date if the marketer:

- called on you a Sunday or a public holiday, or before 9am or after 5pm on a Saturday, or a before 9am and after 6pm on any other day, unless they had an appointment for that time; or
- didn't:
  - clearly explain the purpose of the call;
  - leave immediately if you asked them to or explain that they must do so; or
  - show you an identity card with their name and our name and business address (not a PO box).

You can cancel your agreement within 6 months of the Agreement Date if:

- before you accepted you weren't told you could cancel during the cooling off period or how to do so;
- you weren't given the agreement and associated documents (including this cancellation notice and attached form 1) when you accepted (if you accepted in person) or within 5 business days (if you accepted over the phone);
- energy or GreenPower or hot water or air condition services were supplied during the cooling off period (except where permitted by law) or you weren't told that they couldn't be supplied during that time;
- the agreement didn't set out the full terms or the total amount you'd need to pay or how it would be calculated or include any postal or delivery charges;
- the agreement front page didn't state: 'Important Notice to the Consumer. You have a right to cancel this agreement within 10 business days from and including the day after you signed or received this agreement. Details about your additional rights to cancel this agreement are set out in the information attached to this agreement.';
- you accepted in person, you didn't sign the front page of the agreement or the date you signed wasn't stated on the front page;
- the agreement didn't prominently set out our name, ABN, business address (not a PO box), email address and fax number;
- we signed the agreement, it didn't state that the person signing for us is acting on our behalf or set out their name, business address (not a PO box) and email address;
- the agreement wasn't printed clearly (apart from any changes which may be handwritten), or wasn't transparent; or
- changes to the agreement weren't signed by you and us.

FORM 1

australian consumer law

Section 82 – Australian Consumer Law

Cancellation notice – Unsolicited consumer agreement

Right to cancel this agreement within 10 business day cooling-off period

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

Extended right to cancel this agreement

If the supplier has not complied with the law in relation to unsolicited consumer agreements, you also have a right to cancel this agreement by contacting the supplier, either orally or in writing. *Refer to the information attached to this agreement.* You may have up to 6 months to cancel this agreement in certain circumstances.

To cancel this agreement in writing, complete this notice and *send it to the supplier.* Alternatively, write a letter or send an email to the supplier.

Supplier details (to be completed by the supplier)

Name: Origin*:

**Origin means: for electricity and GreenPower – Origin Energy Electricity Ltd (ABN 33 071 052 287), for hot water or air conditioning services – Origin Energy Retail Limited (ABN 22 078 868 425), and for natural gas for customers in:*

- *New South Wales and Australian Capital Territory: Origin Energy LPG Ltd (ABN 77 000 508 369)*
- *South Australia, Queensland, Western Australia and Northern Territory: Origin Energy Retail Ltd (ABN 22 078 868 425)*
- *Victoria: Origin Energy Retail Ltd (ABN 22 078 868 425) in and around Mildura and Origin Energy (Vic) Pty Ltd (ABN 11 086 013 283) in all other areas of Victoria.*

Address: **VIC:** 321 Exhibition Street, Melbourne VIC 3000.
SA, WA & NT: Level 19 Festival Tower, Station Road, Adelaide SA 5000.
NSW & ACT: Level 32, Tower 1, 100 Barangaroo Avenue, Barangaroo NSW 2000
QLD: 180 Ann St, Brisbane QLD 4000.
Please send this form to: Reply Paid 1199, Adelaide SA 5001.

Email address: **hello@origin.com.au** Fax number: **1800 242 921**

Details of goods or services supplied under the agreement (please select):

☐ electricity ☐ GreenPower ☐ hot water ☐ air conditioning ☐ natural gas

Cost of goods or services: Calculated in accordance with the agreement

Date of agreement:

Transaction number (if any):

Consumer details

Name of consumer:

Consumer's address:

I wish to cancel this agreement

Signed by the consumer:

Date:

Note: You must either return to the supplier any goods supplied under the agreement or arrange for the goods to be collected.

originenergy.com.au

Origin Energy Retail Limited ABN 22 078 868 425 • Origin Energy (Vic) Pty Limited ABN 11 086 013 283 • Origin Energy Electricity Limited ABN 33 071 052 287 • Origin Energy LPG Limited ABN 77 000 508 369 • Level 19 Festival Tower, Station Road, Adelaide SA 5000 • Tel 13 24 61 • Fax 1800 132 463 • Web queries originenergy.com.au/contactus

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