



### Code of conduct

Solar 4 RVs will:

- Conduct business with integrity and transparency;
- Conduct business in a safe, fair and ethical manner;
- Communicate respectfully, honestly and politely at all times;
- Source and offer high quality, value for money product that are suitable for caravans and other RVs;
- Provide accurate and sufficient information, guidance and advice wherever possible to enable customers to have a full understanding and awareness of their purchase;
- Comply with applicable laws and standards;
- Advertise the total price prominently with no hidden components;
- Take responsibility to resolve customer issues and product warranties in a timely manner;
- Approve installers based on their commitment to high quality workmanship;
- Recognise and promote environmental responsibility;
- Comply with all privacy legislation and any information received from another party will be kept confidential.

Solar 4 RVs will not:

- knowingly make false or misleading claims regarding the suitability and performance of their solar power products or combination of products;
- mislead or deceive customers in relation to the price, value or quality of products, or their place of origin (manufacture) of a product;
- Engage in high-pressure sales tactics that induce consumers to make quick or uninformed decisions about the product and technologies that they are selecting;
- Advertise inflated prices with permanent discounts to promote sales.